



# User Guide

 NorthwesTel

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# Welcome

Congratulations on choosing Pulse TV.  
Let's get started with all your system can do.

## Media Player Orientation

The Media Player experience starts with pressing the MENU button on the remote. You'll then see the top level of the main menu, a horizontal band that runs across the middle of the screen and gives access to all of the main menu options.



### Channels

A vertical menu that lists all available channels.



### Recorded TV

A list of all of the programs you've recorded.



### Search

Options to search for programs by title, keyword, or by category.



### On Demand

Contains the VOD library of all available titles.



### Home Network

An easy way to enjoy media stored on your computer from the comfort of your TV.



### SuperTicker

A customizable ticker that lets you view the latest news, sports scores, and stocks without missing your show.



### Games

A variety of classic games like Blackjack and Slotmachine.



### Settings

A category that allows you to customize your Media Player.



### Messages

A place to receive messages about Pulse TV services and updates.



### TV Music

A collection of TV music channels to match your taste and mood.



### News

A filter that displays all of the 24 hour news channels and current news programming.



### Kids

Access all children's programming in one consolidated list.



### Sports

A filter that displays all available sports content.



### Movies

A filter that displays all available movies, including live and recorded TV as well as VOD.



### HDTV

A filter that displays all of the high-definition content.



### Favourites

A filter that lets you add your favorite TV, video, photo and music content to one convenient place.

## The Main Menu Layout



### 1. TIME

With the current time, you'll know when your show begins.

### 2. CURRENT CHANNEL

Displays the channel that is playing in Mini TV. If the program is recorded, an icon will display the current status - i.e., play or pause.

### 3. MINI TV

Lets you keep watching your program while you browse.

### 4. FOCUS

The current selection is in the focus area of the menu. When cards are in focus, they appear raised and highlighted.

### 5. VERTICAL LIST

Contains all of the items in the current horizontal category.

### 6. INFO PANEL

Depending on the item in focus, this area either provides more information about that item or a selection of choices for that item.

### 7. CARD

Items in vertical lists are called cards.

### 8. CATEGORY

Items in the horizontal band are called categories. When a category is in focus, the name of the category appears in the top of the focus area.

## Horizontal Categories



Once you've pressed the **MENU** button to bring up the main menu, the top level of choices will appear in a horizontal band; use the left and right arrow buttons to browse through your choices. There are a couple of features to be aware of with the horizontal categories:

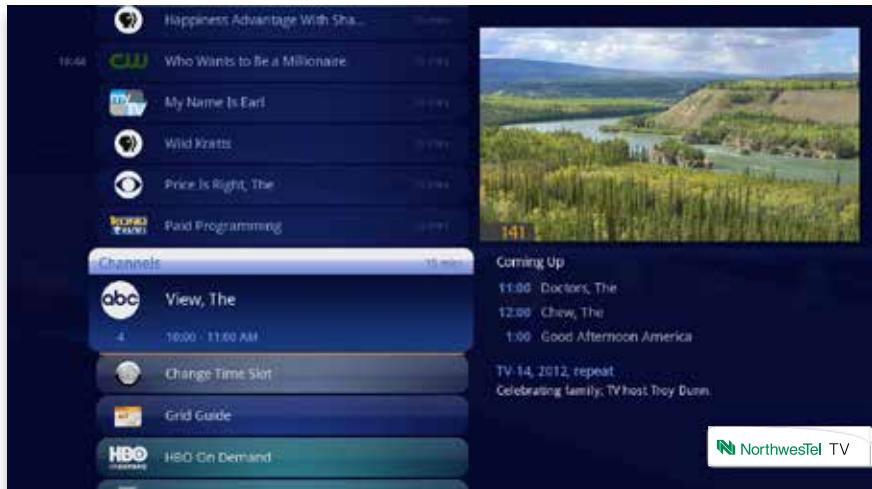
1. **Auto Expand**

When you bring a horizontal card into focus, all of the choices in that category will open up in a vertical list.

2. **Navigation Fade Back**

When a vertical list appears, the horizontal navigation fades. Simply pressing the left or right arrow buttons will bring the horizontal menu right back.

## Vertical Lists



### End of List Marker

A thin, colored line that defines the beginning and end of a vertical list.

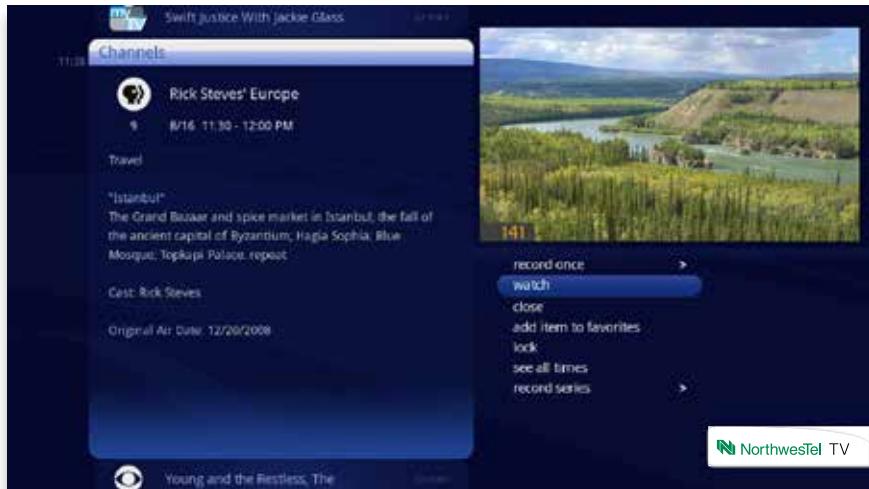
### Option Card

Some categories contain cards that allow you to take action on the entire vertical list. Pressing OK on these option cards will reveal all of the actions available. Option cards will differ in appearance from the rest of the cards in the list. In some areas of the main menu, such as Find by Category, the option card will allow you to access a deeper level of the menu.

### Turbo Scroll

If you hold down an arrow button, you can increase your browsing speed. The icons will help you quickly recognize media as it scrolls by.

## Action Menus



When you press **INFO** with an item in focus, you'll get a list of options for that item in an action menu.

Use the up and down arrow buttons to scroll through your action menu options. Action menus have a focus, just like the main menu. To select an option, bring it into focus and press **OK**.

To close the action menu, either select **close** or press the left arrow button.

## Mini TV



The Mini TV lets you keep an eye on what you're watching while you're browsing the menu. The Mini TV will show you what's currently playing, whether it's a photos slideshow, TV program or Jukebox album.

- To enjoy the media in the Mini TV full-screen, press **ZOOM** on your remote control.
- To watch Live TV regardless of what's playing in the Mini TV, press **LIVE TV**.

# Remote Control

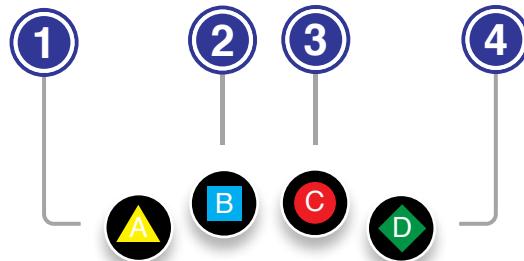
The Remote Control makes using your Media Player easy to use while giving advanced users full control.

## Using Your Remote

Your remote will automatically allow you to control the menu.

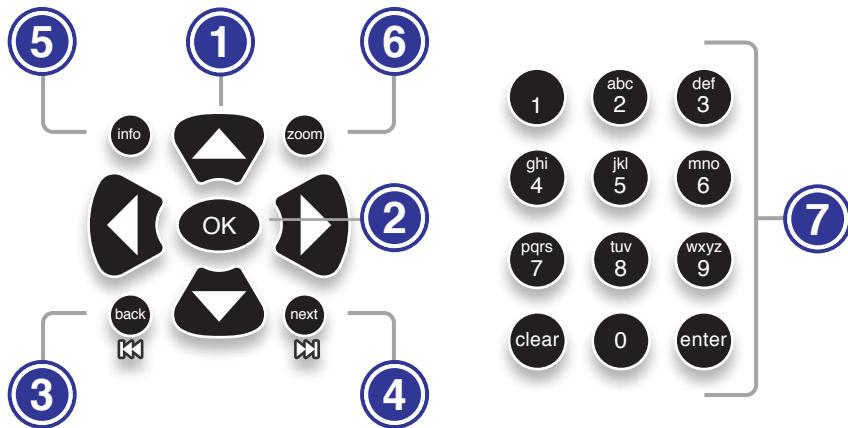


## Shortcut Buttons



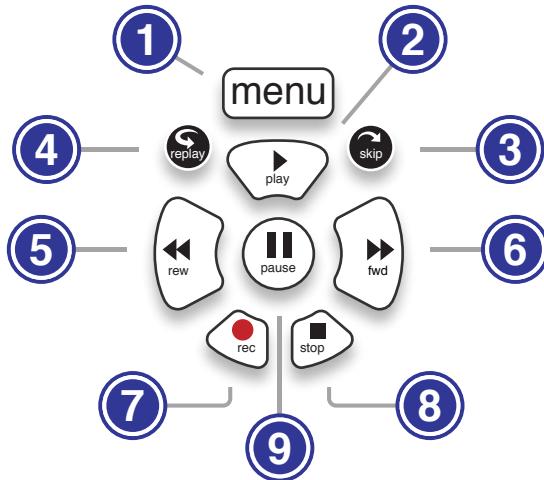
1. **DVR**  
Goes to the Recorded TV category.
2. **VOD**  
Goes to the Pulse TV Video On Demand category.
3. **GRID**  
Activates the traditional Grid Guide view of TV programming.
4. **LIVE TV**  
Goes to full-screen, live TV, regardless of what's currently in focus.

## Menu Navigation



1. **ARROWS**  
Moves the horizontal or vertical bands one card backward or forward. Holding them down activates Turbo Mode and increases your browsing speed.
2. **OK**  
Begins playing the item in focus or executes an option in an action menu.
3. **BACK**  
Takes a vertical list displaying TV programming back to the previous half hour. Also pages back through an info note and backs out of a second-level menu.
4. **NEXT**  
Takes a vertical list displaying TV programming forward to the next half hour. Also pages forward through an info note.
5. **INFO**  
Brings up an action menu of options related to the item in focus
6. **ZOOM**  
Alternates between full screen and the main menu. Also turns the SuperTicker on and off.
7. **NUMBER KEYS**  
Entering numbers will take you directly to the corresponding channel.

## Player Controls



Control your recorded or live program with the following buttons:

### 1. MENU

From wherever you are, MENU returns you one step at a time toward the top level of the main menu.

### 2. PLAY

Begins playing the TV show or media file in focus. Also allows you to view the show at the point of fast-forwarding or rewinding.

### 3. SKIP

Skips forward the number of seconds that you predefine in settings. Also takes a vertical list of TV programming forward in time 24 hours.

### 4. REPLAY

Rewinds seven seconds. Also takes a vertical list of TV programming back in time 24 hours.

### 5. REWIND

Press up to three times (for three speeds) to rewind the show.

### 6. FAST-FORWARD

Press up to three times (for three speeds) to fast-forward.

### 7. RECORD

Press RECORD while watching a show or with a show in focus to record.

### 8. STOP

Exits out of a recorded show or stops a recording in progress if you're watching that show full screen.

### 9. PAUSE

Pauses the show you are watching.

## Infrared Receiver



When a button on the remote is pressed, the infrared signal is sent to an IR receiver. The receiver then sends commands to electronic components. For the remote to send its signals to the system's IR receiver, it must have a clear view of the front panel (see the figure above).

## Subchannel Separator

Many networks broadcast multiple digital subchannels. For example, some networks broadcast four standard definition subchannels identified using a decimal point (such as 09, 09.1, 09.2, and 09.3). When using the arrow buttons to navigate the electronic program guide, these channels appear in order in the channels listing. To access these subchannels directly using the remote buttons, use the “**LAST**” button (which also has a dot) on the number pad to represent the decimal point.

For example, to go directly to channel 09.2, on the remote control number pad press **0**, **9**, **LAST**, and then **2**.

## Using Your Pulse TV Advanced Remote

Your remote will automatically allow you to control the menu.



## Pulse TV Advanced Remote



The Pulse TV Advanced Remote is a wireless keyboard remote with a mouse feature. RF technology lets you use the remote with the Media Player hidden from view. To order a Pulse TV Advanced Remote, call your cable provider.

The front of the Pulse TV Advanced Remote has the same functionality as the regular remote with the following additions:

### 1. APPS

The apps button takes you directly to the App Market

### 3. VOD

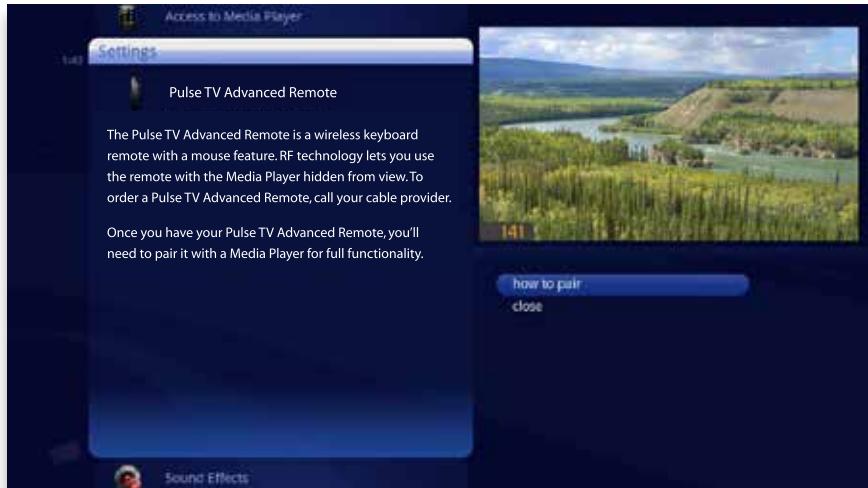
The VOD button goes directly to the Video On Demand category in the menu.

### 2. SEARCH

The search button takes you directly to the search by title feature

On the back of the Pulse TV Advanced Remote, you'll find a keyboard block that makes it easy to enter text.

## Pairing the Remote



Once you have your Pulse TV Advanced Remote, you'll need to pair it with a Media Player for full functionality.

## Pairing the Remote

Before you pair the Pulse TV Advanced Remote, it will function in IR mode, which means that not all of the buttons will work, and you will need an unobstructed path to the Media Player when you press buttons.

### To pair the remote:

1. If your remote came with a USB dongle, insert it into either a front or back USB port of the Media Player. Wait until you see a message confirming that the dongle has been detected. This takes approximately 30 seconds.
2. Point the remote at the Media Player and press and hold the Up and SETUP keys until the remote Power button blinks rapidly.
3. After a few seconds, you should see two slow remote Power button blinks, indicating that the remote has successfully paired.

## Full Screen TV

With the mini guides available in full screen TV,  
the Media Player makes channel surfing fun.

## Flip Bar



When you're watching full-screen TV, the Flip Bar is your mini menu. Pressing an arrow or the **OK** button or changing the channel will bring up the Flip Bar, giving you program information about what you're watching, what's on next, and what's on other channels.

The main panel of the Flip Bar gives you the program name, air time, and channel. Use the up and down arrows to change the channel displayed in the Flip Bar without leaving the program you're watching.

On the right, you'll see what's coming up next for the channel displayed in the Flip Bar. You can see further into the future by pressing the right arrow button to highlight that panel and then using the up and down arrow buttons to scroll through programming.

The Flip Bar will automatically disappear after five seconds, but you can make it go away by pressing **CLEAR**.

## Flip Bar - Layout



If you press the **INFO** button with the Flip Bar visible, you'll get more information about the show displayed as well as options for that show.

### 1. GENRE

The type of show selected.

### 2. INFO PAGES

Press NEXT or BACK on your remote to page through the show information.

### 3. CLOCK

The current time.

### 4. LOGO AND CHANNEL NUMBER

The logo and channel number of the selected show.

### 5. PROGRAM SCHEDULE

The time the program begins and ends.

### 6. COMING UP

Displays the next three shows coming up on the selected channel.

### 7. ACTION MENU

The list of options available for the selected show.

## What's On Next



The Flip Bar also has the capability to display up to two weeks of upcoming programs for each channel.

Press the right arrow to highlight the Coming Up Panel, and then the up and down arrows will let you browse through programming.

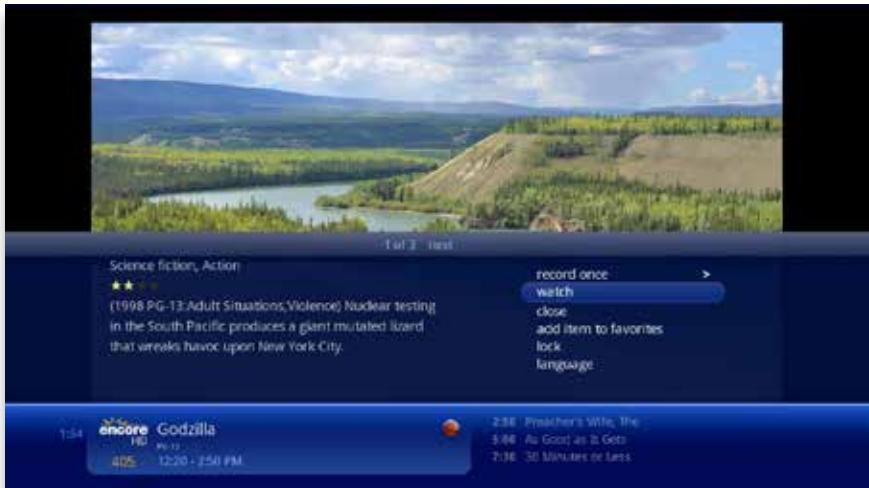
### See All Times

One of the options you'll see in a show's action menu is See All Times. Select it to see a list of all of the times that the selected show airs. Select the Back card to return to your original show listing.

### PROGRAM INFO NOTES

Just like in the main menu, you can press the INFO button with the Flip Bar displayed to bring up an action menu, which will give you more detailed information on the selected show.

## Flip Bar Options



Pressing the **INFO** button with the Flip Bar up will bring up an action menu for the Flip Bar's show.

The options available are the same options available in the Channels Menu with the addition of closed captioning controls, which makes it easy to toggle closed captions on and off.

## Controlling Live TV



- Press **PAUSE** to alternate between pausing and resuming the show you're watching.
- Press **REWIND** up to three times (for three speeds) to rewind the show.
- Press **FORWARD** up to three times (for three speeds) to fast-forward the show up to the point of broadcast.
- Press **PLAY** to stop fast-forwarding or rewinding or resume from a pause.
- Press **LIVE TV** to view the point of broadcast for the last channel you watched.
- Press **REPLAY** to view the previous 7 seconds of the show.
- Press **SKIP** to skip forward in the show up to the moment of broadcast. You can decide how many seconds to skip with this button in the Settings menu.
- Press **PAUSE and then FORWARD** once to activate slow motion.
- Pressing **RECORD** to record the entire contents of the temporary memory or buffer for the show you are watching.
- Press **PAUSE and then SKIP** to advance forward one frame.

## Controlling Live TV



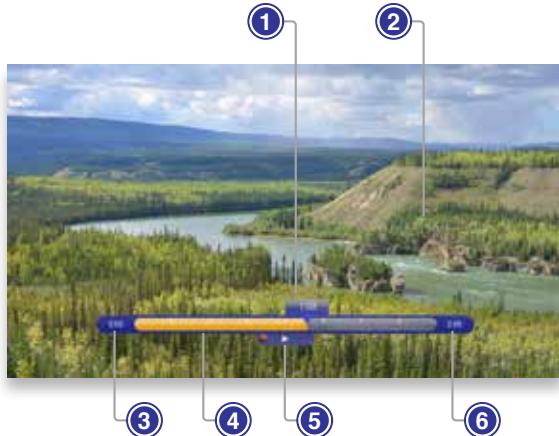
### THE BUFFER

When you start watching a show, your Media Player will start storing it in temporary memory, called a buffer. The amount of temporary memory varies, but it is never less than 30 minutes for standard definition or 10 minutes for HDTV.

### TV Roaming

With TV Roaming, you can pause a show in one room and resume it in another. Once you press pause, if you switch to another room and choose to watch the same show, it automatically plays at the point you left off.

## Player Bar



Whenever you press one of the player control buttons, you'll see the Player Bar, which gives you status information about the program you're currently watching. You'll see a version of the player bar no matter what type of media you're enjoying, whether it's recorded or live TV, photos, or music.

### 1. CURRENT TIME

The current time or point in the current program.

### 2. PROGRAM

The current live or recorded program being played back.

### 3. SHOW START TIME

The start time of the recorded or Live TV program.

### 4. STORED IN MEMORY

While watching live TV, this area (the buffer) displays the part of the show recorded in temporary memory. While watching recorded TV, it shows the entire contents of the show available for viewing.

### 5. PLAYER BAR STATE

The current state of the program controls, such as play, pause, rewind, and fast-forward.

### 6. SHOW END TIME

Displays the end time of the Live TV program or the duration of a recorded TV program.

## Automatic Conflict Detection

You may see a conflict detection note while you're watching full screen TV, which indicates that you have more programs set to record than available tuners.

The conflict detection note will allow you to decide which programs you would like to cancel and which you would like to continue recording.

## Screen Saver

If there has been no activity for more than 30 minutes while browsing the main menu, the Media Player will change to full screen TV with the last-watched channel playing to help extend the life of your TV screen.

If live TV has been playing on the same channel for five hours without any input from the remote, the Pulse TV screen saver will be displayed.

To return to the main menu, press the **MENU** button.



## Recorded TV

Your Media Player makes it easy to watch and manage your recordings from one place in the main menu: Recorded TV.

## Intro to Recorded TV



In the horizontal menu, you'll find the Recorded TV category. All of the recorded and currently-recording shows are listed in the vertical band in alphabetical order. Episodes of a series are grouped into folders; you'll see the individual episodes in the preview panel to the right. To watch a show, select it, and press **OK**. And if you've already watched half of the show, you can choose whether to resume where you left off or start over from the beginning.

## Recorded TV - Layout



1. **CHANNEL LOGO**  
Displays the channel of the recorded show.
2. **RECORDED SHOW ICONS**  
Let you know if the show is in danger of deletion or protected against deletion.
3. **FOCUS**  
Displays the channel number, logo and an indication of whether a show is part of a series. Folders that contain multiple episodes in a series also display the number of episodes.
4. **SERIES FOLDER**  
Episodes of a series are held within a folder listing the number of recorded episodes.
5. **EPISODES OR DURATION**  
If the item in focus is a folder containing episodes in a series, focus lists the number of episodes. If it's an individual show, it lists the show's duration.
6. **INFORMATION**  
With a folder containing episodes in a series in focus, this area shows the current recording options for the series. With a single recorded program in focus, this area shows a summary of the show information.
7. **SERIES**  
Individual episodes in a series are shown in the preview panel. Press the right arrow button and select an episode to see that episode's action menu.

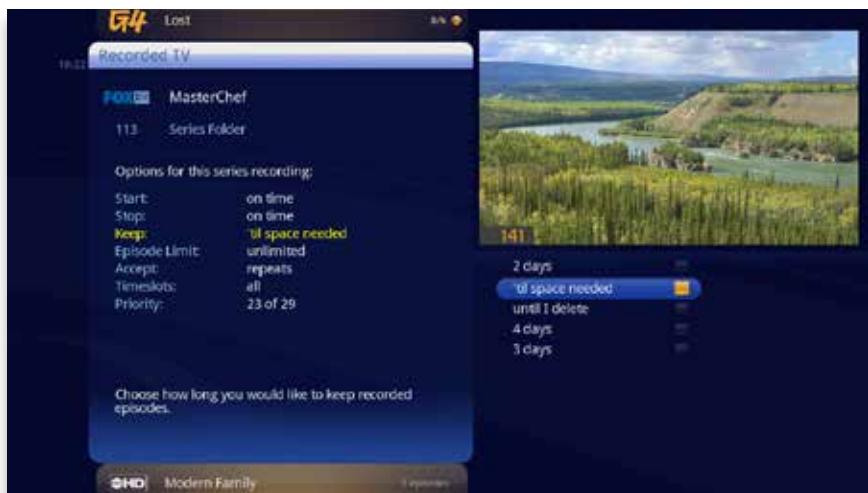
## Management



When you press **INFO** with a recorded program in focus, you'll get the following list of options in the action menu:

- **Play/Start Over** - Launches the program full screen from the beginning.
- **Resume** - This option only appears if you've watched a portion of the program. Launches the program full screen from the point you left off.
- **See all times** - Displays all of the times that particular show airs.
- **Delete** - Removes the program from Recorded TV.
- **Recording options** - Lets you access the recording options menu.
- **Keep Until** - Your Media Player will automatically delete the oldest shows in your Recorded TV folder as you need the room for new recordings. Keep Until lets you set the program to be deleted at the point of your choosing.
- **Lock** - Prevents someone from watching the recorded program without a PIN.
- **Record Series** - you'll get this option if you only have a single episode recorded.

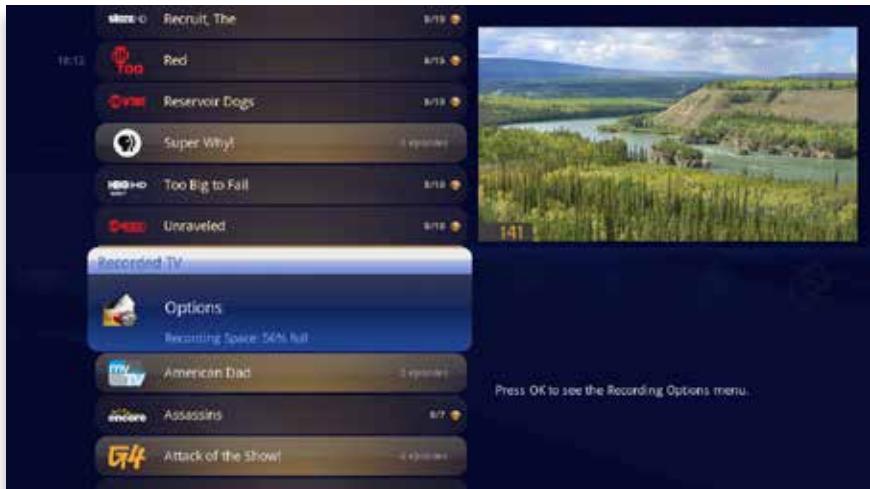
## Folder Options



If you bring a folder of episodes into focus and press OK, you'll see the following options:

- See all times
- Recording options
- Delete all

## Options



The Options card appears in the Recorded TV category and lets you set your personal recording preferences. Select the Options card, and you'll get access to:

### Sort Options

The recorded TV sort options allows you to choose whether recordings appear in ascending or descending order as well as whether they are sorted alphabetically or by date.

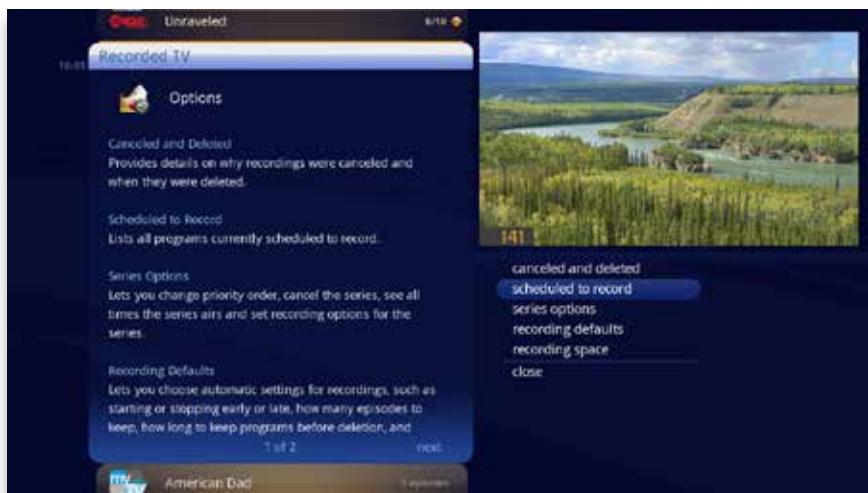
### Canceled and Deleted

When you chose to record one show over another due to a conflict, (or someone in your household does) sometimes it's hard to remember why that canceled show isn't showing up in Recorded TV. Your Media Player keeps a list of shows that you have scheduled that will not record as well as shows that did not record. The shows above focus have not aired yet, while the shows below focus have already aired.

### Scheduled to Record

You can confirm that a show is set to record using the Scheduled to Record category. In Scheduled to Record, you can also cancel a recording and access your recording options for each show. Just pick the show you want to manage and press **INFO**.

## Options



### Series Options

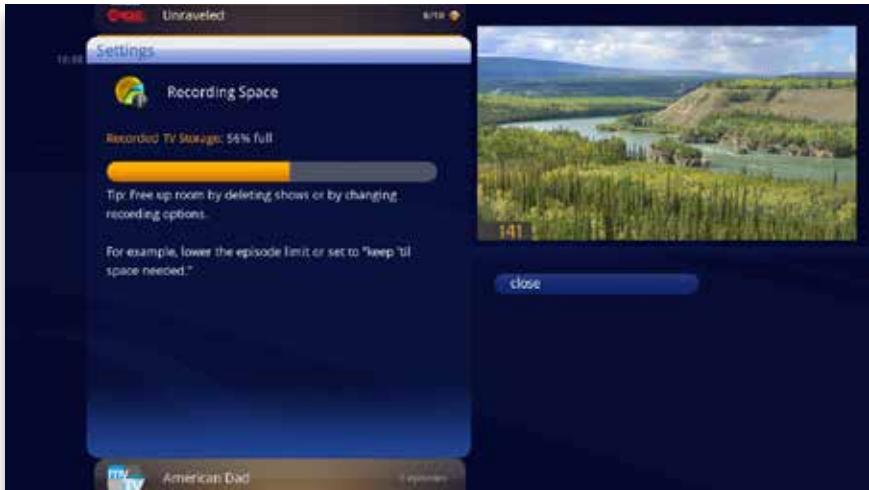
For details on the Series Options menu, see the “Channels” chapter.

### Recording Defaults

In Recording Defaults, you can determine your preferences for the following settings, that will then be applied each time you record a show:

- **Keep** - Decide how long shows will be stored.
- **Episode Limit** - Determine how many episodes of a series request to keep at once.
- **Accept** - Decide whether you'll record first-run or repeats for a series request.
- **Close**
- **Start** - Start programs early or late.
- **Stop** - Stop programs early or late.

## Recording Space



The storage meter lets you know how much space you have left for more recorded programs. It's located in two places in the main menu: the Settings category and the Recorded TV category. Press **OK** with the Storage Info card in focus to view details.

## External Hard Drive

To expand the space you have for recorded programs, you can connect one external hard drive at a time to the rear eSATA port on the Media Gateway.

When selecting an external drive, keep in mind that your Media Gateway only supports eSATA storage devices marketed or certified for DVR use.

For instructions on how to set up and disconnect an external drive, see the “Media Gateway Hardware” chapter.



## TV Channels

With all of the channels available these days, it's tough to know what all of your options are. The TV Channels category makes it easy to find what you want to watch.

## TV Channels - Layout



### 1. TIME

With the current time, you'll know when your show begins.

### 2. CURRENT CHANNEL

Displays the channel that is playing in Mini TV. If the program is recorded, an icon will display the current status - i.e., play or pause.

### 3. MINI TV

Even when channel surfing, Mini TV always keeps you in the action.

### 4. FOCUS PROGRAM

Pressing INFO on this item brings up an action menu.

### 5. AVAILABLE TV PROGRAMS

Displays all of the programs available in your TV lineup that are currently airing.

### 6. RECORDING ICON

Displays an icon if the show is recording or scheduled to record.

### 7. INFORMATION PANEL

Displays program information about the show in focus.

### 8. PROGRAM INFORMATION

Displays the next three upcoming shows that will air on the channel in focus.

## TV Channels - Focus



Different areas of the card provide more information about the TV program in focus.

### 1. CATEGORY

The name of the category moved into focus.

### 2. SHOW TITLE

The name of the program in focus.

### 3. SHOW LENGTH

The selected program's duration.

### 4. RECORDING ICON

Displays an icon here if the selected program is currently recording or scheduled to record.

### 5. PROGRAM SCHEDULE

Displays the selected program's air time.

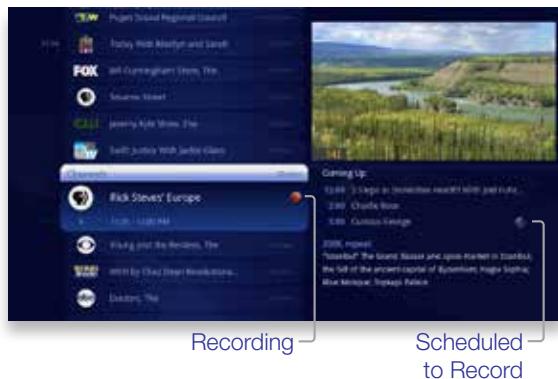
### 6. CHANNEL NUMBER

The selected program's channel number.

### 7. CHANNEL LOGO

Displays the channel logo for the selected program.

## Recording Icons



Your Media Player includes the following recording icons for DVR status at a glance. The following icons appear on focus cards and vertical cards throughout the main menu:



The show is recording right now.



The show is scheduled to be recorded.



The show is recorded and may be deleted when space is needed for newer shows.



The show will not delete and can only be deleted manually.

## Preview Panel



Arrow right ➔ to view the Preview Panel

TV Channels, like all horizontal categories that contain TV programming, has a preview panel that displays upcoming programs for the channel in focus. Press the right arrow button to select the panel, and then use the up and down arrows to browse through up to two weeks of programming for that channel.

For a shortcut back to the present time, press the **MENU** button.

If you see a show you would like to record, press the **RECORD** or the **INFO** button.

## Preview Panel - Layout



1. **CHANNEL LOGO**  
The current channel.
2. **PROGRAM LENGTH**  
The time the program begins and ends.
3. **TIMESLOT**  
Indicates the day and time that the preview panel is currently displaying.
4. **PROGRAM INFORMATION**  
Detailed show information, such as title, rating, whether it's a repeat, cast and crew.
5. **TIME**  
Displays the time corresponding to each show.
6. **SELECTED SHOW**  
The currently-selected show.  
Pressing info on the selected show brings up an action menu with options.

## Channels Action Menu



Pressing **INFO** with a show in focus brings up an action menu with all of the options for that show.

### 1. CHANNEL LOGO

The logo for the program's channel.

### 2. SHOW TITLE

The name of the program or item.

### 3. PROGRAM SCHEDULE

The time the program begins and ends.

### 4. PROGRAM INFORMATION

Additional show information, such as show title, repeat, cast and crew.

### 5. NOTE PAGES

Number of pages of program information.

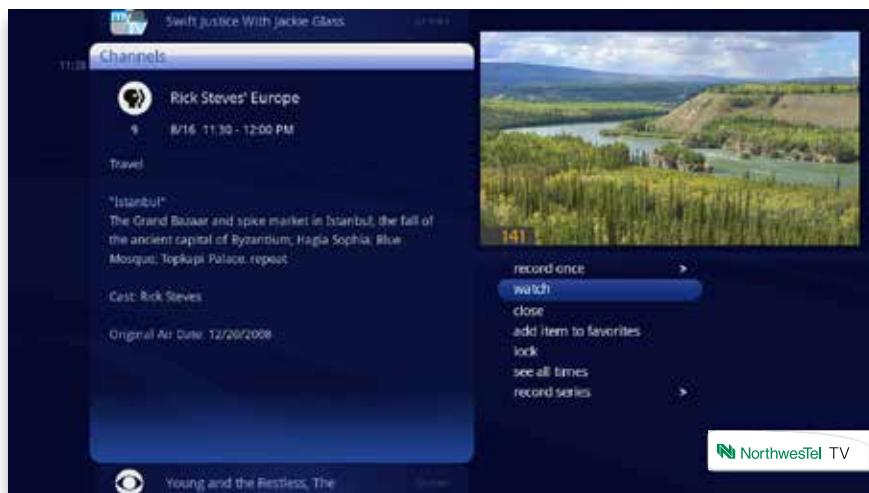
### 6. NEXT & BACK

Use the BACK and NEXT buttons to page through the note.

### 7. OPTIONS

The list of options available for the selected TV program.

## Action Menu Options



If the show you're watching is currently airing, you'll see the following options in the action menu:

- Record once - Records only the currently-airing episode of the program, including the portion in the live TV buffer.
- Watch - Plays the program in full-screen TV.
- Add to Favourites - Adds the channel to your Favourites category.
- Lock - Activates Parental Controls for the selected channel.
- See all times - Presents a list of all of that program's air dates/times.
- Record series - Sets the entire series of that program to record. You'll only see this option if the show is part of a series.

## Action Menu Options

If the show will air in the future, you'll see:

- Record once
- Add to Favourites
- Lock
- See all times
- Set reminder - Allows you to set a reminder that will appear before the show airs
- Record series

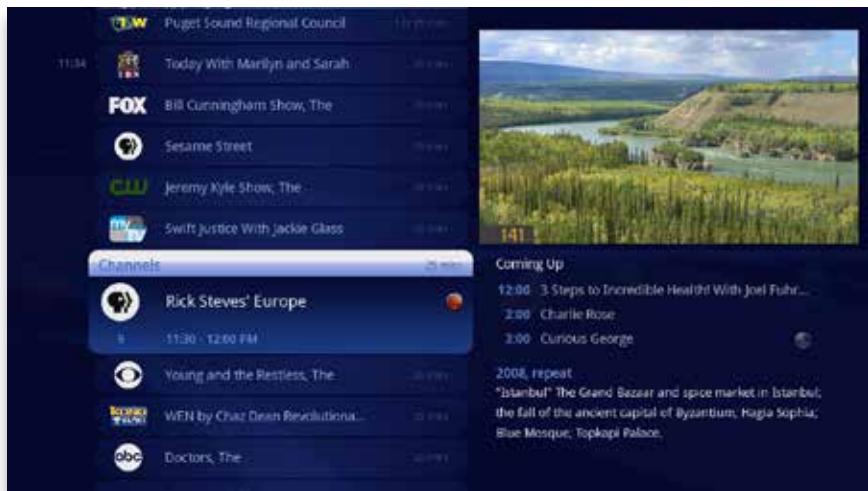
If the show is currently recording, you'll see:

- Stop recording - Stops recording the current show, but does not delete the portion already recorded.
- Watch
- Add to Favourites
- See all times
- Recording options - Gives you a list of elements to alter about the way the program will record.

If the show is scheduled to record, you'll see:

- Recording options
- Cancel recording - Removes the program from the recording lineup.
- Add to Favourites
- Lock
- See all times

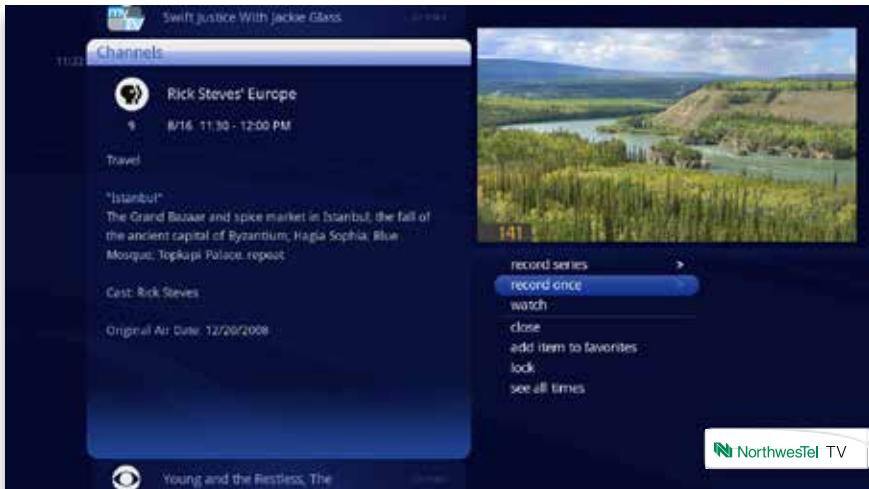
## Recording a Show



The easiest way to record an individual show is to press the record button with that show in center focus.

If you want to record a series, just press the info button and select record series from the action menu.

## Recording Options



If you have record once or record series selected, you'll see an arrow to the right that allows you to access recording options. You can also access recording options from the action menu of a show that's currently recording or scheduled to record.

### Scheduled to Record

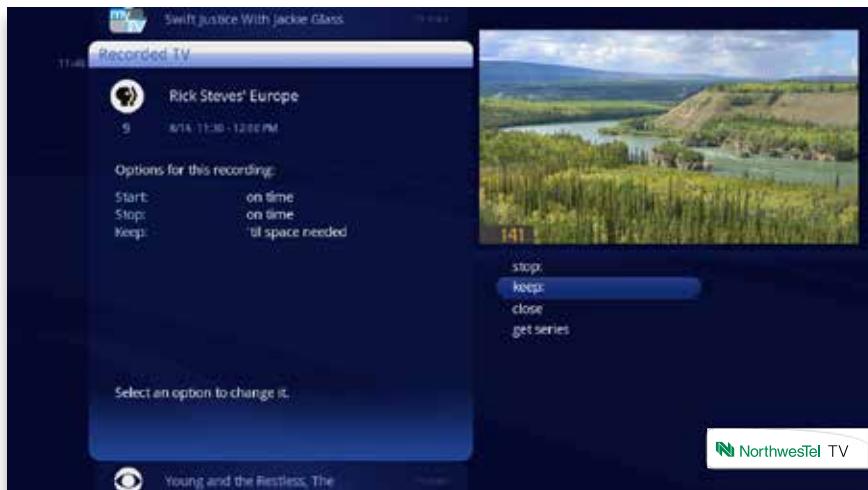
Recording options for a single episode scheduled to record:

- **Keep** - Lets you decide when the show will be deleted.
- **Get Series** - Sets the entire series to record.
- **Stop** - Allows you to set the recording to stop early or late.
- **Start** - Allows you to set the recording to start early or late.

Recording options for a series scheduled to record:

- **Keep**
- **Series Options** - Allows you to set recording preferences for the entire series.
- **Stop**
- **Start**

## Currently Recording



Recording options for a single episode currently recording:

- Keep
- Get series
- Stop

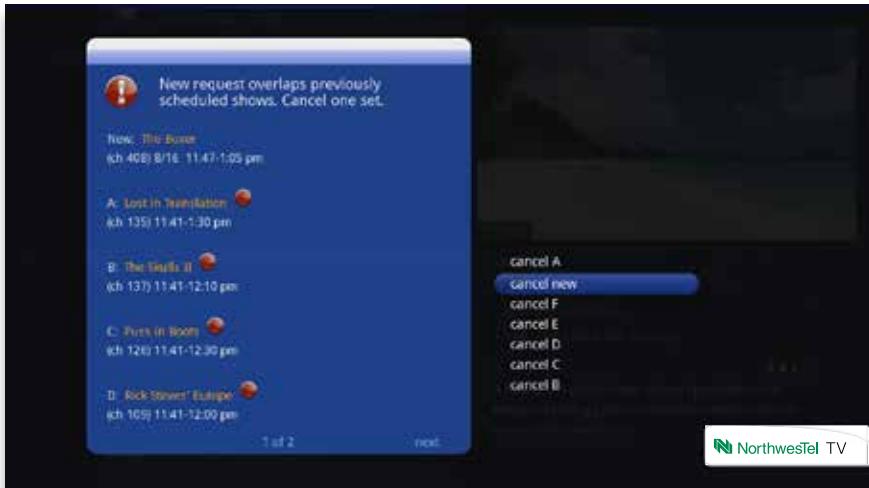
Recording options for a series currently recording:

- Keep
- Series options
- Stop

## Series Options

- Keep
- Episode limit - Determines how many episodes will be stored automatically.
- Accept - Determines whether you'll accept first-run only or repeat episodes.
- Timeslots - Lets you record only episodes airing at a certain timeslot.
- Priority - Sets the priority order of your series recordings.
- Cancel series - Cancels the scheduled recordings.
- Start
- Stop

## Conflict Management



Your Media Gateway comes with six tuners, which means that you can record up to six shows at once, unless someone is watching live TV at the same time. In the event that there is a tuner conflict, such as when you have six recordings scheduled and are watching another live show, your DVR will bring up an action menu that outlines your options and lets you make a choice.

## Space Management

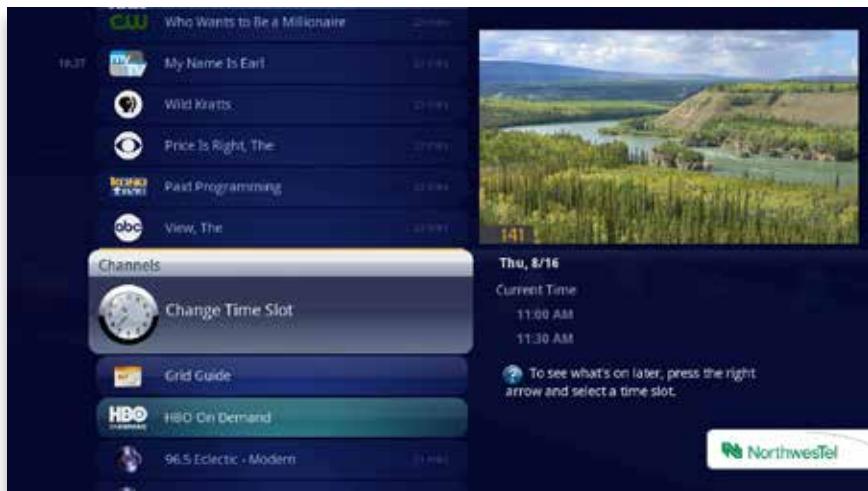
Shows are automatically kept until more room is needed. You can protect shows from deletion from the Recorded TV category; see the following chapter for details.

When you schedule a new show to record, your Media Player will check to make sure that your Media Gateway hard drive has enough room.

If your hard drive does not have enough room for the new recording, you'll receive a message informing you that, when the new show airs, some recordings may need to be deleted in order to make room for the new show.

If all of your current recordings are protected against deletion, you'll get a message that your show may not be recorded.

## Change Time Slot

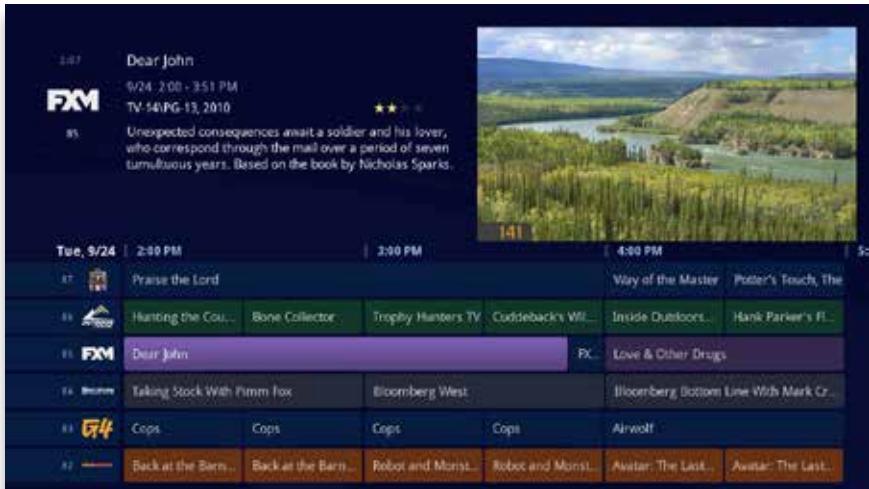


If you want to compare what's on in the future across multiple channels, start from TV Channels, press the **NEXT** button, and the entire vertical list will show the next half hour's programming. Shows that have not started airing yet will appear gray, while currently-airing shows will be black.

You can use the **NEXT** button to view up to two weeks of upcoming shows. The **BACK** button will take you one half hour earlier. The **SKIP** button advances the category forward 24 hours, and the **REPLAY** button goes back 24 hours. If you browse to another TV category, like a filter or TV Favourites, the time slot will be maintained. To return to the current time, just press the **MENU** button.

You can also use the Change Time Slot card to move the category to a future time slot. With that card selected, press the right arrow. Use the up and down arrows to select a time slot, and press **OK**. The vertical band will now display the time slot you selected.

## Grid Guide

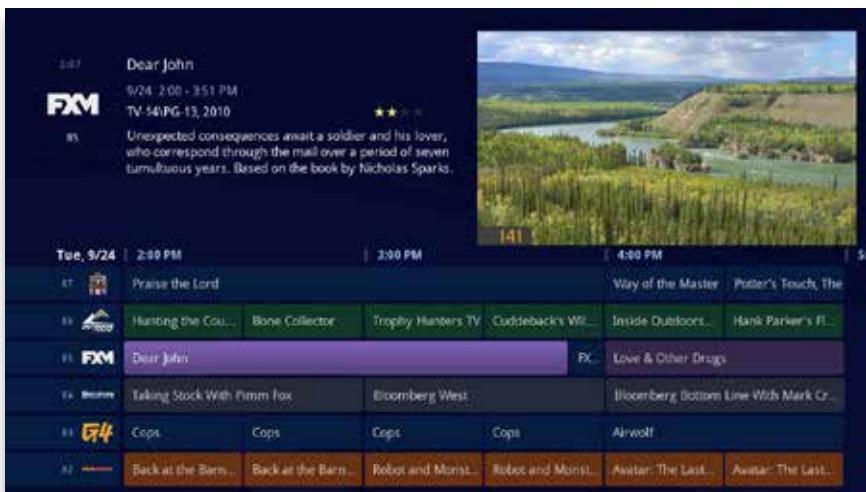


The Media Player offers an optional Grid Guide view for people who prefer to find programming in that layout. You'll see the Grid Guide card below focus when you first enter TV Channels. Bring it into focus, and press **OK**.

**The Grid Guide works similarly to the rest of the main menu:**

- Arrow buttons navigate the guide
- **INFO** brings up a list of options
- **SKIP** will cycle forward 24 hours; **REPLAY** will cycle back 24 hours
- **BACK** and **NEXT** will move through the guide in 30 minute increments
- **ZOOM** will alternate between the guide and full screen TV
- If you are looking at the present time in the guide, **MENU** will return you to the main menu
- Black shows indicate currently-airing programs; gray shows will air in the future
- **OK** tunes to the show if it's currently airing, brings up an action menu if it's on in the future.

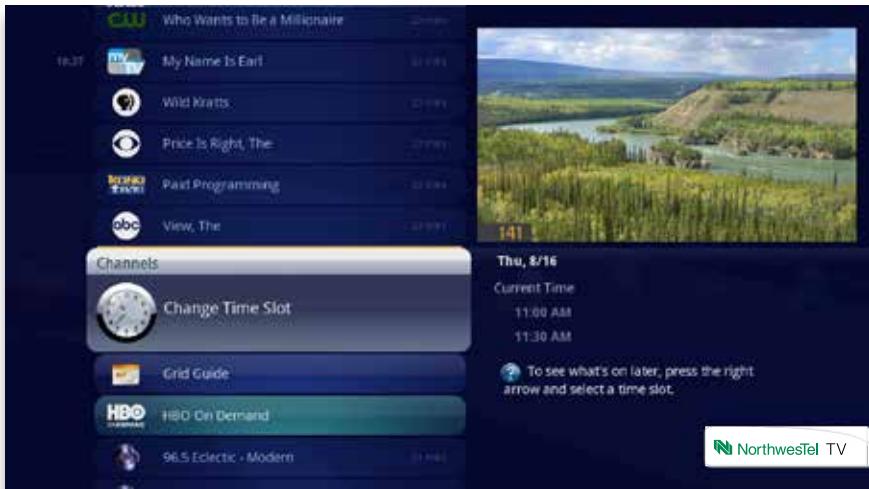
## Grid Guide Genres



The Grid Guide has four different types of programming that are easy to spot by color:

- Movies - Red
- Sports - Green
- Children's - Purple
- News - Grey

## Change Time Slot

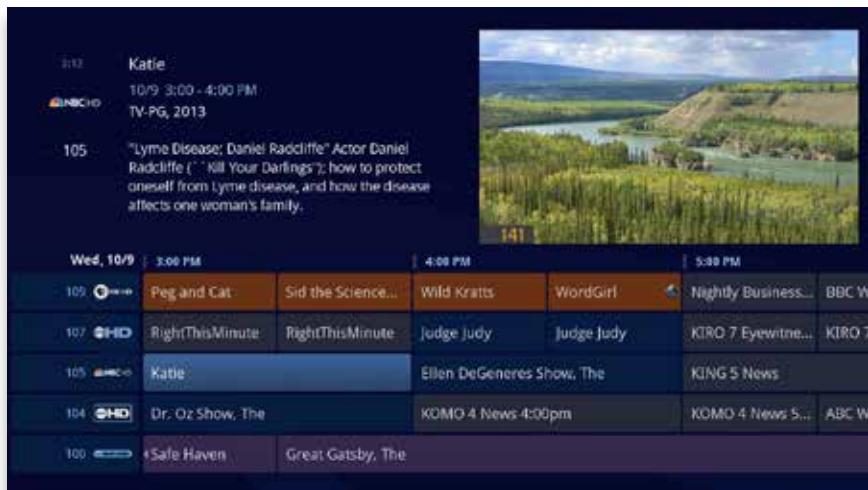


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## Grid Guide

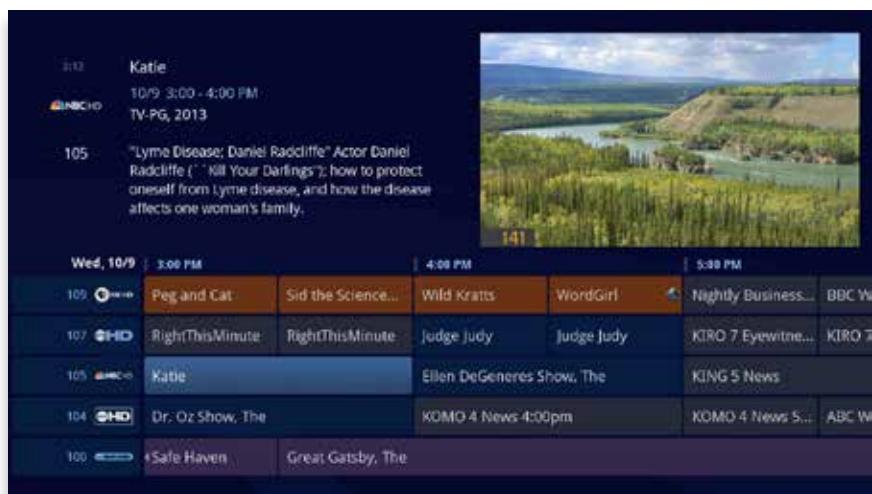


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- Black shows indicate currently-airing programs; gray shows will air in the future
- OK tunes to the show if it's currently airing, brings up an action menu if it's on in the future.

## Grid Guide Genres



The Grid Guide has four different types of programming that are easy to spot by color:

- Movies - Red
- Sports - Green
- Children's - Purple
- News - Grey



## Search

Sometimes you know the title. Sometimes you just know what night it's on. Sometimes you're in the mood for a certain type of show. The Media Player has you covered to help you find what you're looking for.

## Intro to Search



The Search category in the main menu contains three different ways to search for programming: By Title, By Keyword, and By Category.

When you use any of these three options to search for a show, the results will return shows that are currently airing, airing sometime in the future, Pulse TV On Demand programming, and shows that you have recorded.

You'll be able to tell what type of show you're looking at by the color of the card:

- Current shows are black.
- Future shows are gray.
- Video On Demand, Recorded , and Pay Per View programs are yellow.

## Find By Title



When you select Find By Title, a screen will open that allows you to enter your title and browse through results. Use the arrow buttons to navigate the onscreen keyboard; to enter a letter, press **OK** with that letter highlighted. To browse the list, press the left arrow until that panel is in focus.

### 1. SEARCH TYPE

This bar describes the type of search you're doing.

### 2. SEARCH RESULTS

As you enter characters on the right, the list on the left will filter down to only display shows that match your entry.

### 3. SEARCH BOX

As you select characters, the characters are entered in the search box.

### 4. FOCUS

The details for the channel and show are displayed in the focus card.

### 5. VERTICAL LIST

The vertical list fills with shows that match your criteria. Pressing the up or down arrows brings these shows into focus.

### 6. SPACE

Use a space to separate words in your search entry.

### 7. SELECTOR

To enter a letter, move the selector to it, and press **OK**; each character is entered into the search box. You can use texting-style letter entry as a shortcut.

### 8. BACKSPACE

Removes a character from the search box.

## Find By Keyword



A Keyword search lets you search for any word contained in a show's program information. For example, if you know the actor in a show, but can't remember the title, you can search on the actor's name, and all programs featuring that actor will appear in the list.

To search by keyword, enter each letter by selecting it and pressing **OK**. You'll see results on the left filter down with each letter you enter. Press the left arrow and use the up and down arrows to scroll through them.

### SEARCHING TIP

Did you know that you can use your remote control keypad like a mobile phone keypad?

For example, by pressing 222 on your remote control you will enter the letter C. By pressing 33, you will enter the letter E.

- **CLEAR** - Clears the entire entry.
- **0** - Enters a space.
- **1** - Enters a backspace.

## Find By Category



If you're in the mood for a certain type of show, Find by Category gives you a way to browse what you're looking for. When you press **OK** with Find by Category selected, you'll see a list of categories along the vertical band, and a list will display the shows in each category. An Option card in each category will take you one level deeper in the menu and allow you to browse subcategories.

### 1. CATEGORY

Category describes the type of search you're currently doing.

### 2. SHOW CATEGORY

The different types of shows run along the horizontal band.

### 3. SHOW LIST

Each show airing over the next 24 hours that falls into the selected category.

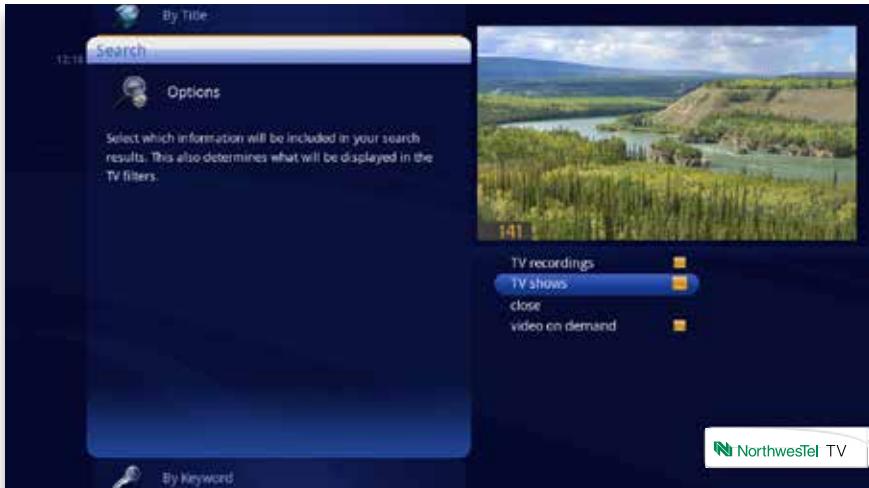
### 4. SUB CATEGORY OPTION CARD

Each category will contain a card labeled "Press OK to see more..." Selecting this card will take you to another screen with subcategories along the horizontal band.

### 5. BACK CARD

Select this card and press **OK** to go back up one level in the menu.

## Search Options



The Search Options card allows you to choose which type of content is displayed in both Search results and in the TV Filters.

To customize the type of content that appears in both areas, select Options and press **OK** to clear the check box for the type of content you would like to remove.

### You can remove:

- **TV Recordings** - Programs you've recorded with your DVR.
- **TV Shows** - Live TV shows from Pulse TV's lineup.
- **VOD** - Programs from Pulse TV's Video On Demand library.



## On Demand

Pulse TV's Video On Demand selection gives you a vast library of great programming to choose from and an easy way to search through it all.

## Intro to Pulse TV On Demand

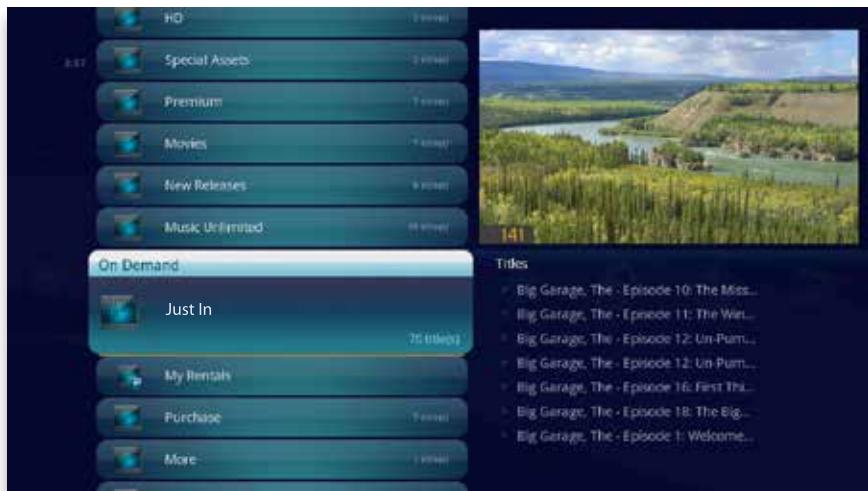


When you bring the Pulse TV VOD card into focus, you'll see a list of On Demand video folders in the vertical band, as well as a My Rentals folder. When you bring each folder into focus, the available movies in each will appear in the preview panel.

Pressing **OK** with any of these folders in focus will take you to that particular folder in the VOD library.

To browse the entire library, press **OK** with the Movies card in focus.

## VOD Library



When you enter the Pulse TV VOD library, you'll see a list of movie folders by category.

## VOD Options

When you see a program you like, press **OK**, and you'll get the following list of options:

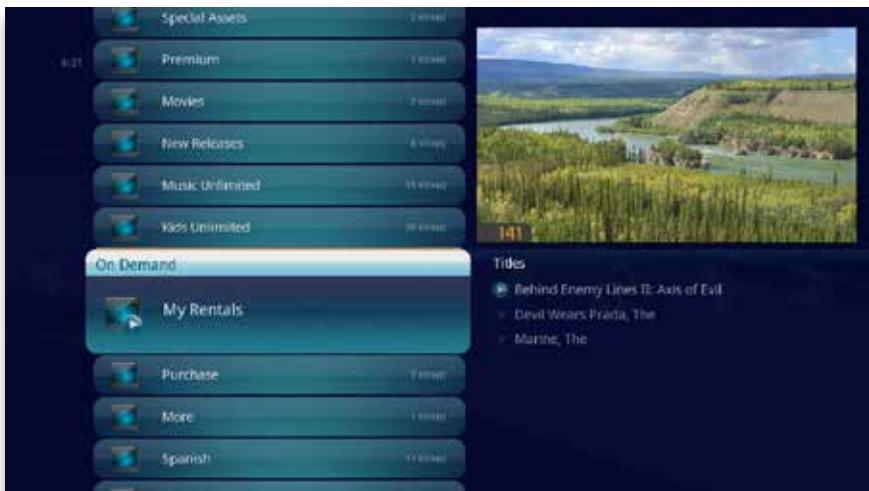
- **Preview** - Plays the trailer for the selected movie.
- **Lock** - Uses Parental Controls to block access to that channel.
- **Buy** - Purchases the movie so that you can watch it immediately.

## PIN Entry

The first time you try to purchase a VOD program (or purchase a PPV program or set Parental Controls), you'll be prompted to create a PIN that you will then enter before you make additional purchases.

You can turn the PIN prompt off from the Parental Controls section of the Settings category. See the "Settings" chapter for details.

## My Rentals



When you select the My Rentals card, you'll see a list of all of the movies you've currently rented along with a My Adult Rental card. Selecting the adult rental card will take you to a list of any adult movies you may have rented.

Movies will continue to appear in this list until the rental has expired. You can begin watching a movie by pressing **OK**.

If you begin watching a movie on one Media Player, you can watch that movie in another room in the exact place you left off by pressing **INFO** and choosing resume. If the Media Player in the new room has that selection locked with Parental Controls, you'll need to enter the PIN to resume watching.



## Home Network

With your Media Player, you can access your computer's music, video, and photos from the comfort of your living room.

## Setup

Home Network allows you to stream media from any server in your home, such as your computer, to your Media Player. Because Home Network is DLNA ®-based, it is completely plug and play; if your computer is connected to your home network and has a DLNA server, you should automatically see that computer listed in the Home Network category of the main menu.

**To make sure that Home Network will function properly, make sure that:**

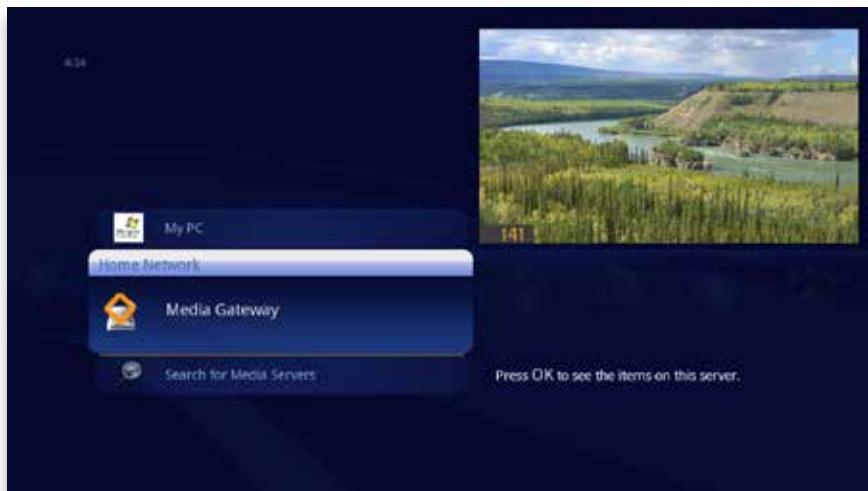
- Your computer is set up to share content according to your server's instructions.
- Your server software is not blocked by a Firewall.

## DLNA Servers

**Although any DLNA server will work with Home Network, the following DLNA servers have been fully tested with your Media Player:**

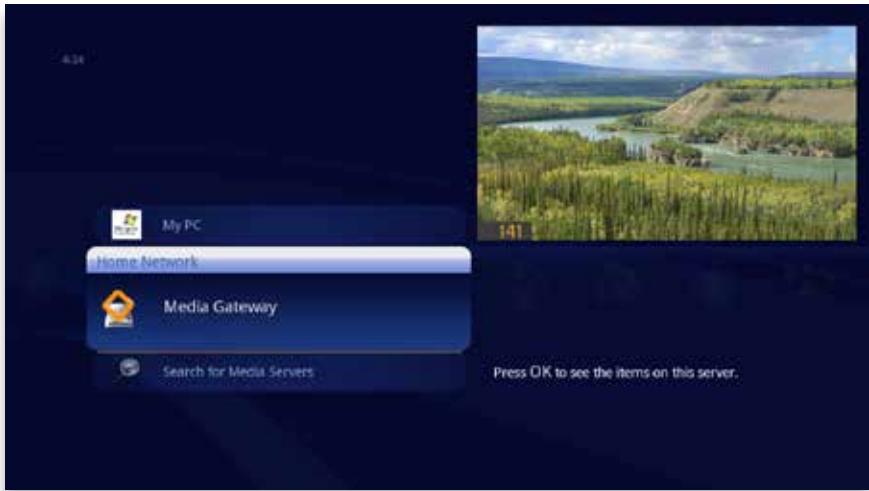
- Windows Media Player
- TVersity Media Server
- Windows Media Connect
- Twonky Media Manager
- Media Mall PlayOn

## Getting Started



When you first bring the Home Network card into focus, you'll see all of your connected devices. If one isn't showing up, select Search for Media Servers and choose Search. If connected properly, any new devices will then appear.

## Playing Media



- To access your content, choose the device that interests you, and press **OK**.
- To open a folder of content, press **OK**.
- If you have an individual file selected that you would like to play, press **OK**.
- If you have a folder selected, and you would like to view a list of options for the content of that folder, press **INFO**.

## Supported Files



- Photo: JPEG, GIF\*, BMP\* and PNG\* files
- Music: MP3, WMA, and AAC (unprotected files), and LPCM files
- Video: MPEG-1, MPEG-2, MPEG-4, H.264, and WMV files

\*These file types are available through DLNA® servers that support transcoding

Content that is protected by Digital Rights Management (DRM) will not be accessible.

## Adding to Favourites



For easy access, you can add content to the Favourites category in the main menu. Press **INFO** with a folder or item selected, with the exception of individual songs, and choose add item to Favourites. The content will then appear in the Favourites category.

## Player Controls



Once you are enjoying a piece of media, the following player controls can be used:

- Slideshow
  - PAUSE
  - PLAY
  - BACK
  - NEXT
  - SKIP
  - REPLAY
  - STOP

- Music
  - PAUSE
  - PLAY
  - STOP
  - BACK
  - NEXT

- Video
  - PLAY
  - PAUSE
  - STOP

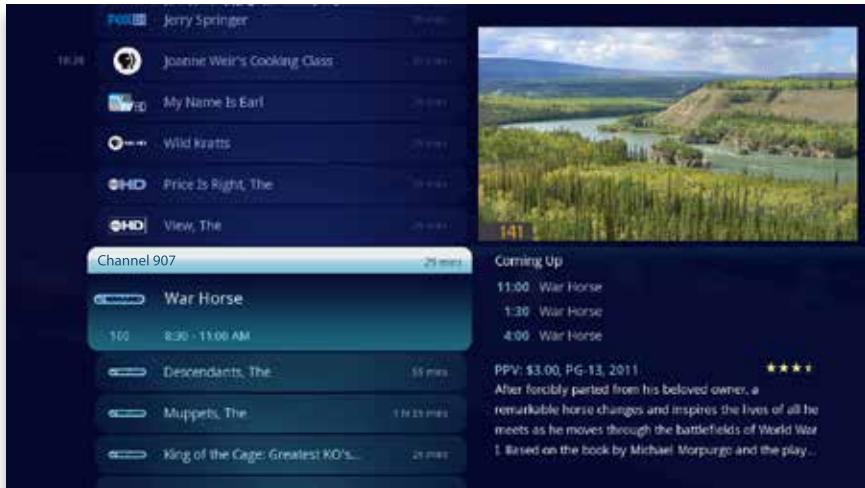
**NOTE** – Northwestel supports media sharing from Windows devices to Pulse TV. It does not support DLNA based sharing of personal media from Apple products to Pulse TV.



## Pay Per View

Watch premium programming  
with easy access to Pay Per View

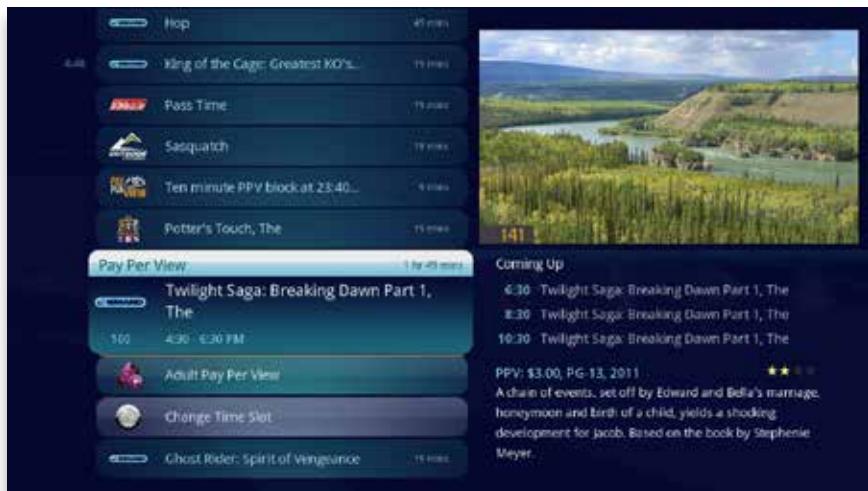
## Finding Pay Per View Programming



You'll find PPV programming the same way you look for regular programming: by browsing the Channels and Filter categories or doing a search.

Throughout the user interface, you'll be able to spot PPV programming easily because its cards are a different color and it's labeled with the OnDemand logo. There is also a purchase price listed for each program.

## Finding Pay Per View Programming

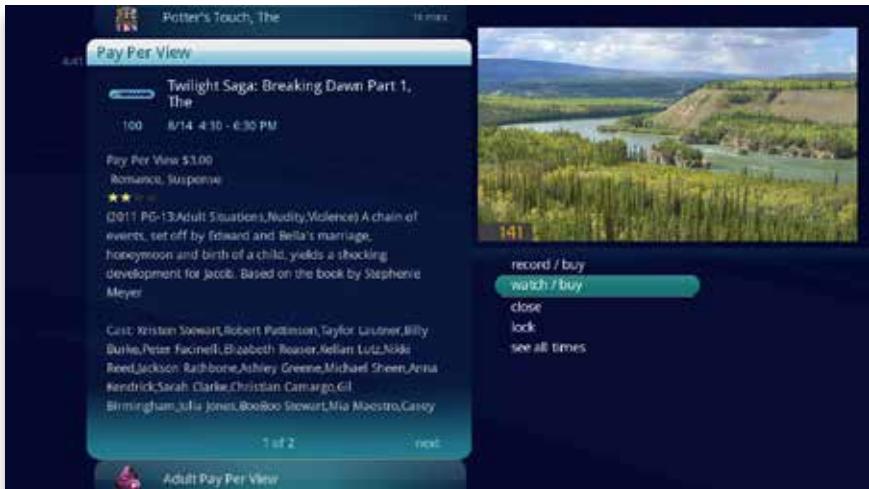


There are two ways to find PPV programming:

1. By browsing the Channels and Filter categories or doing a search, the same way you look for regular programming.
2. By bringing the PPV category in to center focus; you'll then see a list of all current PPV programming in the vertical list.

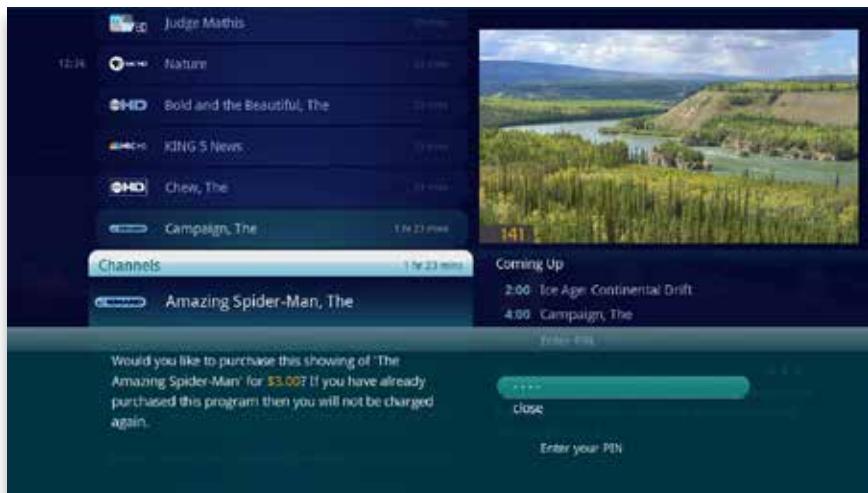
Throughout the user interface, you'll be able to spot PPV programming easily because its cards are a different color and it's labeled with the OnDemand logo. There is also a purchase price listed for each program.

## Purchasing Pay Per View Programming



When you see a PPV program that interest you, just press OK. You will then see an action menu with your purchase options. You'll also be able to lock an content with a Parental Control option.

## Using a Purchase PIN



The first time you try to purchase a PPV or VOD program (or set Parental Controls) you'll be prompted to create a PIN that you will then enter before making additional purchases.

You can turn the purchase PIN prompt off from the Parental Controls section of the Settings category. See the “Settings” chapter for details.



## Mobile Apps

A group of mobile apps brings control of your Media Player to your tablet and smartphone.

## The Mobile Apps



### The Mobile Apps let you:

- Use your tablet or smartphone as a remote control for your Media Player.
- Browse programming in an easy-to-filter grid guide.
- Search programming by a variety of criteria.
- Schedule and manage recordings.

## Downloading a Mobile App

You can find the Pulse TV Mobile Apps in Google Play and the iTunes store.



Once you've downloaded a mobile app, you'll need to pair it with your Media Player. You can do that in three easy steps:

1. Go to the Mobile App card in the Settings area of your Media Player.  
Choose add.
2. Open the mobile app on your device.
3. Enter the code displayed on the screen of your Media Player into the mobile app.

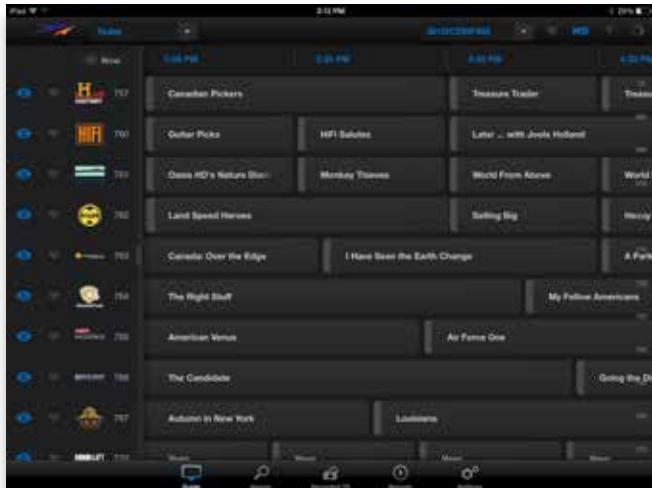
The rest happens automatically. When you see the success message, you're ready to use your mobile app.

## Intro to the Arris App

The Arris App allows you to use your smartphone or tablet as a remote control and lets you manage your DVR and search for content with ease. You can use the app to control any of the Media Players in your home. To get the Arris App simply access the App Store and search for Arris App. Select the Arris App from the list and install it on your device. Once you have installed the app on your device it will look like this:



## Guide Screen



The Guide screen allows you to scroll through your channel listings for up to two weeks. You may set recordings from here or even tune to a channel with just the touch of a button. The features that are available on this screen are as follows:

## 1. Show/Hide Channel In Guide Icon

The Show/Hide Channel In Guide Icon lets you select what channels you want to show up in the program guide that you see on your TV. If the Guide Icon is showing, the channel next to it will appear in the line up. If the Guide Icon is not showing, then the channel next to it will be hidden from the guide on your TV screen. By default this icon and the favorite icon (2), are not in the normal view. In order to expose these icons it is necessary to slide the handle shown (9) to the right. When making changes to the Show/Hide channel or Favorite channel icons, the changes will only be sent to the Media Player if you go to the Sync area of Settings. Once there, select Replace Settings in Media Player and then select Sync at the bottom of the screen. More information about sync is provided in the Settings section of this guide.

## 2. Favorites Icon

The Favorites Icon lets you select channels that you want to have listed in your favorites channel lineup on your Ultra TV. If the is showing then the channel will be included in the favorites channel lineup. See information above in Show channel in guide Icon (1) on how to access the Favorites icons.

## 3. Now Button

The Now button can be tapped at anytime to return the guide to the current day and time.

## 4. Network (Channel) logos

The Network logo can be tapped to bring up all the listings available for that channel. To return to the full guide simply tap the Guide button at the navigation bar on the bottom on the screen.

## 5. Program listings

Tapping the box around the name of a program will bring up information on the program including rating, genre, description, and cast when available. If the program is currently airing, you can select to watch it on TV and the Media Player will tune to that channel. If it is going to air later then you have the option to record the show or the entire series.

## 6. Media Player Selection

Tap on the arrow next to the Media Player listed to control a different Media Player. Note: To prevent the app from being able to control the Media Player as a remote control, go to the Settings menu on the Media Player and select Remote Control of Media Player and toggle the setting to off. This will prevent the app from working as a remote control but will allow the app to manage the DVR and use of the guide.

## 7. Filter Icons

Tapping the HD icon – will only show HD channels. Tapping the filter icon next to HD will allow you to filter guide listing by genre, star rating, TV rating, or movie rating.

## 8. Activity Icon

When this icon is spinning, the app is loading content or connecting. When it stops moving all content has been loaded.

## 9. Handle Icon

This handle allows you to expose or hide the Favorites and Show/Hide Channel In Guide Icons.

## 10. Select Date

By selecting the dropdown arrow you can select the date and time that you would like the guide to display.

## Scheduling Recordings



When selecting a program from the channel guide, a new window will pop up with options for that program listing. The new window will give a description of the show, the rating of the show, and the cast information when available. If the listing is currently available to watch then the option to tune to the channel and watch that show will be presented. There will also be an option to record the program and if it is part of a series there will be an option to record the series as well.

## Search Screen

The Search screen allows you to search by:

- Title
- Actor/Actress Name
- Director
- Genre
- Keyword
- Description

The search screen will search the entire guide as well as any recorded content that on the DVR. The results can be filtered by:

- All
- TV Shows
- Movies
- Recorded TV

There are also filter icons at the top right of the Search screen that allows you to filter by HD, genre, star rating, TV ratings, and movie ratings.



## Recorded TV Screen



In the Recorded TV screen you can manage your DVR, and control settings for Priorities, Recorded TV, Scheduled TV, and Series. Selecting a show within any of these screens will bring up the setting options for that show. The options may include Play, Series Recording, Record Series, Options, and Delete. Selecting any of these options prompts you for further actions. Shows in the Recorded TV screen will have a banner indicating the status of the recording as shown above.

## Remote Screen



**NOTE** – The remote screen can only be used while your device is connected to the wireless network from your Media Gateway.

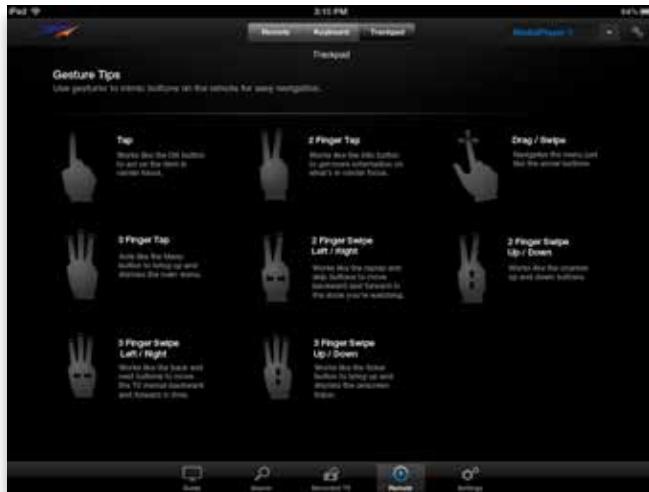
The Remote screen allows you to use your device as a remote control for your Pulse TV Media Players.

- **Media Player Selection** - You can select the Media Player you want to control from the top right corner of the app. To make it easier to manage you may want to go into the Settings screen and select Account and then rename your Media Players to something like Living Room, Family Room, or Bedroom.
- **Quick Select Keys** - The Quick Select keys allow you to instantly jump to select category cards on the Pulse TV smart menu. You can select the Channels view, the Recorded TV screen or the HDTV screen listings.
- **Shortcut Keys** - The Shortcut Keys allow you to quickly bring up Recorded TV (DVR), Video On Demand (VOD), the Grid Guide (Grid) and Live TV.
- **Menu Keys** - The Menu Keys provide the ability to replay, skip, pause, play, stop, record, last channel, fast forward, and rewind.
- **Navigation Keys** - The Navigation Keys can be used to navigate up, down, right, left, back, next, and channel up and down in the onscreen guide.
- **Number Keys** - Use to select the channel you want to watch.

The Trackpad screen allows you to use gestures on your device screen to perform many of the functions that can be done with the remote.

The gesture options are shown on the screen.

## Settings Screen



The Settings screen allows you to modify the settings for many of the screens in the app.

**Guide setting** allows you to:

- Choose if you want the channels sorted numerically or alphabetically
- Determine if your filter matches are displayed, highlighted or stacked

**DVR setting** allows you to:

- Choose how to resolve space conflicts, select from automatically or ask
- Determine if you want to use default options or prompt for options when scheduling new recordings
- Select DVR default settings – start, stop, episode limit, keep and accept
- Turn Confirm, Cancel, and Delete on or off

**Account setting** allows you to:

- Log out of the app
- Manage Media Player names
- View terms of use

**Sync setting allows you to:**

- Merge settings from the Media Player and the app
- Copy settings from the Media Player to the app
- Copy the settings from the app to the Media Player (Replace Settings on Media Player)

**Important – The Media Player must not be in the settings or favorites menu when synching with the app.**



## SuperTicker

Now you can view the latest news headlines, sports scores, financial news, entertainment news, and weather on your TV.

## SuperTicker



Pressing **OK** with the SuperTicker category in focus will launch full screen TV with the SuperTicker displayed along the bottom of the screen.

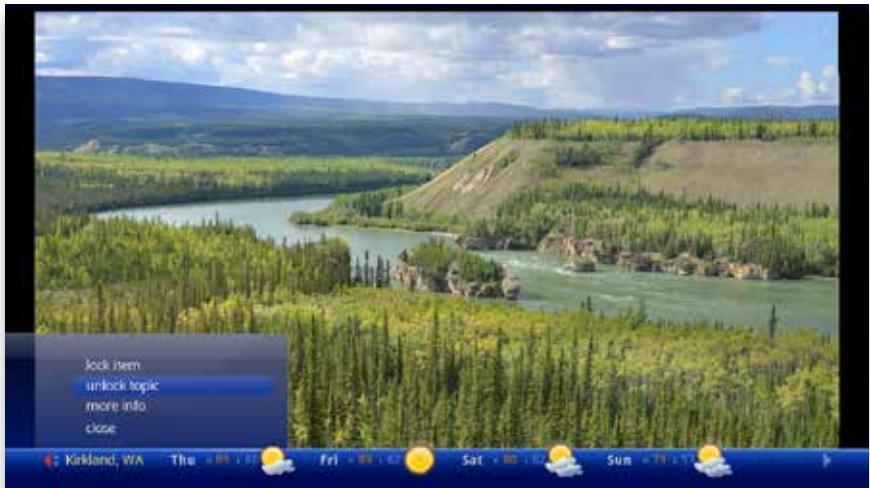
The SuperTicker displays information on the latest news headlines, sports scores, financial news, entertainment news, and weather. These are called Topics. An individual story in each topic is called an Item.

Sports scores and stock market index numbers in the SuperTicker update every 3 minutes. All other SuperTicker information updates every 15-20 minutes.

### Navigation

The SuperTicker will automatically scroll through each topic, subtopic, and news item. If you're interested in a particular topic, you can use the left and right arrow buttons to browse through topics and the up and down arrows to scroll through items in each topic.

## Lock a Topic or Item



The SuperTicker lets you lock on a topic or item in case you want to keep an eye on the DOW or a baseball score.

Press **OK** when the topic or item you're interested in appears. If you choose lock item, the SuperTicker will stop automatic navigation, but continue to update that item. If you select lock topic, the SuperTicker will scroll through the items in that topic.

The Asterisk button on the remote will rotate the following options: locking a topic, locking an item, and unlocking everything. You'll know that a topic is locked because the horizontal arrows turn red. When an item is locked, the vertical arrows turn red.

## SuperTicker Displaying Weather



### 1. PROGRAM

The current piece of media being enjoyed.

### 2. ACTION MENU

Pressing OK on an item in the SuperTicker brings up an action menu with that item's options.

### 3. NAVIGATION

You can navigate SuperTicker topics by using the left and right arrows. You can navigate topics by using the up and down buttons.

### 4. SUPERTICKER ITEMS

The SuperTicker menu items are shown on one line.



### [View the Whole Story](#)

If you see a headline that interests you, you can read the whole story by pressing **OK** and choosing more info. You can also press the **INFO** button. An info note will open up that displays the story.

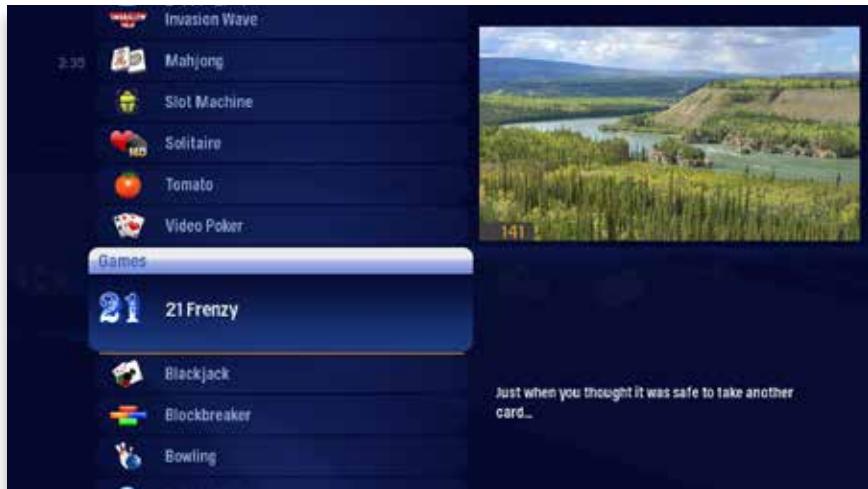
Use the **BACK** and **NEXT** buttons to scroll through pages of the story.



## Playing Games

The Media Player comes with a collection of games to help you pass the time between shows.

## Games



From the Games category on the horizontal band, you'll have access to:

- Tomato
- Bowling
- Video Poker
- Blackjack
- Invasion Wave
- Blast It
- Ping
- Blockbreaker
- Bubble Blast HD
- 21 Frenzy
- Mahjong
- Code Breaker
- Solitaire HD
- Slot Machine

## Screen saver and Game Display



After 30 minutes with no button-press activity, games exit and live TV appears in full screen. However, some games include a Mini TV and some do not. The screen saver behavior is slightly different for the two types:

### Games that include a Mini TV

After 30 minutes with no button-press activity, the media playing in the Mini TV zooms to full screen. You can also press the **ZOOM** button on the remote control to move between the game and full screen of what is playing in the Mini TV.

### Full-screen games that do not include a Mini TV

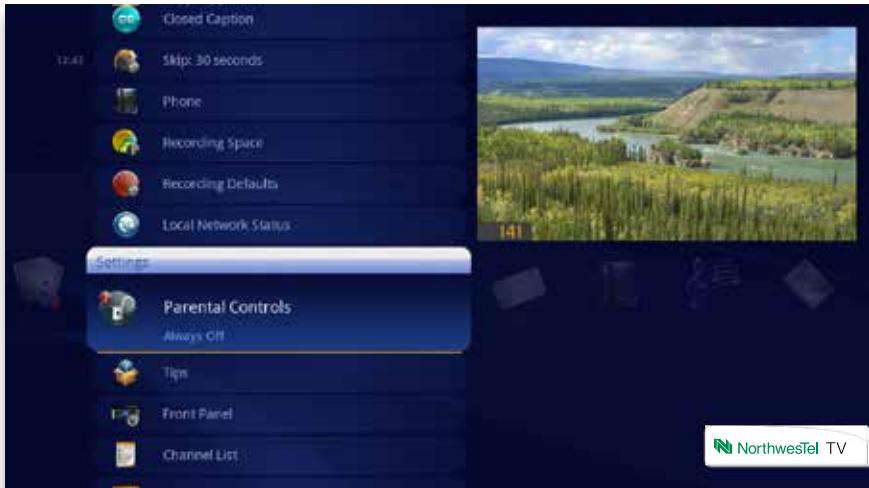
After 30 minutes with no button-press activity, the game suspends, and a screen saver appears. Press any button to continue; the game will reappear and resume.



## Settings

Settings allows you to customize your Media Player to your preferences.

## Parental Controls



Settings provides robust Parental Controls, including the ability to lock shows by:

- TV Rating
- Movie Rating
- Channel

In addition, you can lock out individual shows, including recorded programs, from action menus for each show in the main menu. The system records scheduled shows that are blocked by parental controls, but you must enter the PIN before you can watch them..

Parental Controls also allows you to turn on the option to have a PIN prompt before any VOD or PPV purchase.

## Parental Controls



### 1. RATING

You can lock individual ratings by pressing OK on the focus. Locking a rating locks all higher ratings above it.

### 2. MINI TV

Your current program, if unlocked, will continue to play in the Mini TV.

### 3. LOCK ICON

The Lock icon displays if the item is locked.

### 4. CATEGORY TITLES

Category titles display the parental control category.

### 5. HELP

Help explains details about the currently-selected rating.

## Working with your PIN

### Creating a PIN

1. The first time you use Parental Controls (or purchase a PPV or VOD program), the system asks you to create a PIN.
2. In the Settings category, scroll to the Parental Controls card, and press **OK**.
3. Press the numbers on the remote to enter a four digit PIN and then enter the PIN again to confirm it.
4. Choose close.

### Changing a PIN

1. In the Settings category, scroll to the Parental Controls card, and press **OK**.
2. Choose settings, use the left arrow to scroll left to the Change PIN card, and then press **OK**.
3. Enter the old PIN, enter the new PIN, and then enter the new PIN again to confirm it.

If You Forget Your PIN, please call the Northwestel Customer Care Centre  
1 888 423-2333.

## VOD/PPV PIN

You can choose to turn off the PIN prompt before a VOD or PPV purchase from the Parental Control section. Select the On Demand/Pay Per View card and press **OK** to turn the PIN prompt on or off.

## Locking and Unlocking Programs

### Locking by Channels or by Rating

1. In the Settings category, scroll to the Parental Controls card, and press **OK**.
2. Choose settings. You'll be taken to the Parental Controls menu. Use the right arrow to choose either TV Ratings, Movie Ratings or Lock By Channel.
3. Each card contains a list of the rating systems or a list of channels. Scroll to the format or channel you want to control.

Lock the rating or channel by choosing it, and then pressing **OK** on the remote. When you lock a rating, all ratings for more restrictive content are also locked. For example, if you lock the TVPG rating, then the TV14 and TVMA ratings are also locked automatically, because these ratings are for more mature audiences than TVPG. When unlocking, the reverse is also true.

If the V-Chip in your TV is enabled, you may see a black screen after tuning to a channel with blocked content. No Pulse TV menu, flip bar, sound effects, or any other audio or video are shown or heard. To correct this, change to an unblocked channel, or disable all V-Chip functions and use the parental control features provided by the Pulse TV system to regulate viewing.

### Turning Off Parental Controls

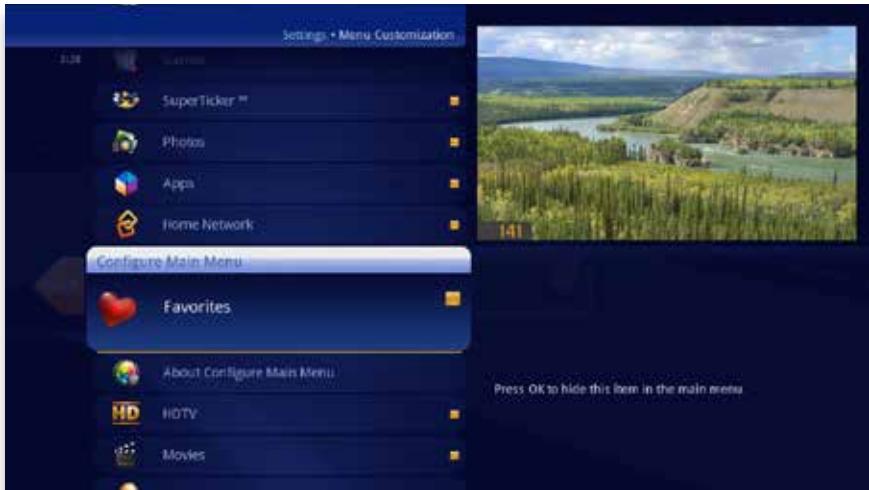
To unlock or change all parental control settings, go to the Settings category, scroll to the Parental Controls card, and then press **OK**. Follow these instructions to unlock selected items:

1. Press **OK** with any locked program in focus.
2. Enter your PIN to unlock all programming temporarily or choose more options to only unlock the current channel.

### Unlock for a Specified Amount of Time:

1. In the Settings category, scroll to the Parental Controls card, and then press **OK**.
2. Choose settings (within Parental Controls), scroll to the Set Relock Timer card, and then press **OK**.
3. Enter your PIN, if prompted.
4. Choose the unlock duration between one and six hours.
5. Once set, the Parental Controls category card displays the selected relock time.

## Menu Customization



The Menu Customization feature in Settings allows you to configure your main menu and choose how TV Channels display.

### Configure Main Menu

The main menu configuration section allows you to toggle each category on or off for menu display. There are some categories, like Settings, that cannot be turned off.

### Sort Options for TV Channels

This feature allows you to choose whether the TV channels sort in ascending menu up the vertical list or descending menu down the list.

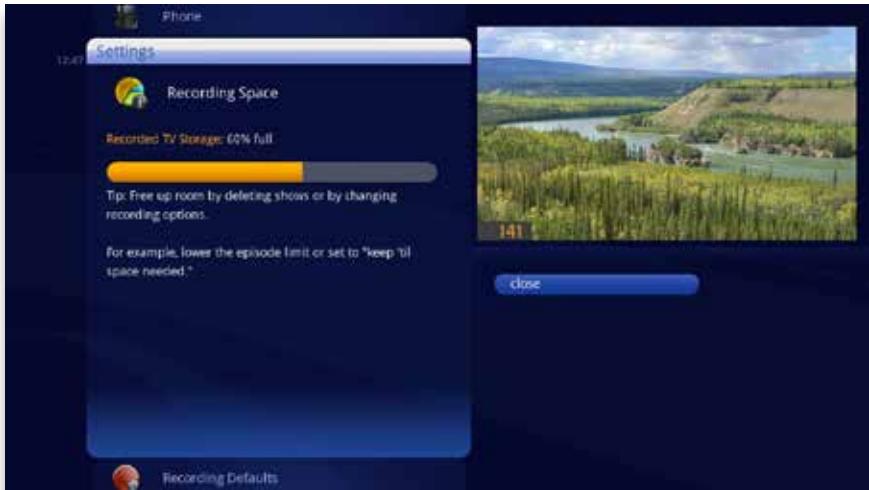
## Skip

Pressing the **SKIP** button on the remote moves you forward in recorded or stored programs in set increments. In Settings, navigate to the Skip card and press **OK**. Select the increment you want to apply to the **SKIP** button on your remote.

## Local Network Status

Local Network Status will provide information on your network connection and allow you to reconnect or refresh that connection.

## Recording Space



The Recording Space card displays the amount of Recorded TV storage space used by recorded shows. In Settings, navigate to the Recording Space card and press **OK**. For details, see the Gateway hardware chapter.

### EXTERNAL HARD DRIVE

You may connect one external hard drive at a time to the rear eSATA port on the Gateway system.

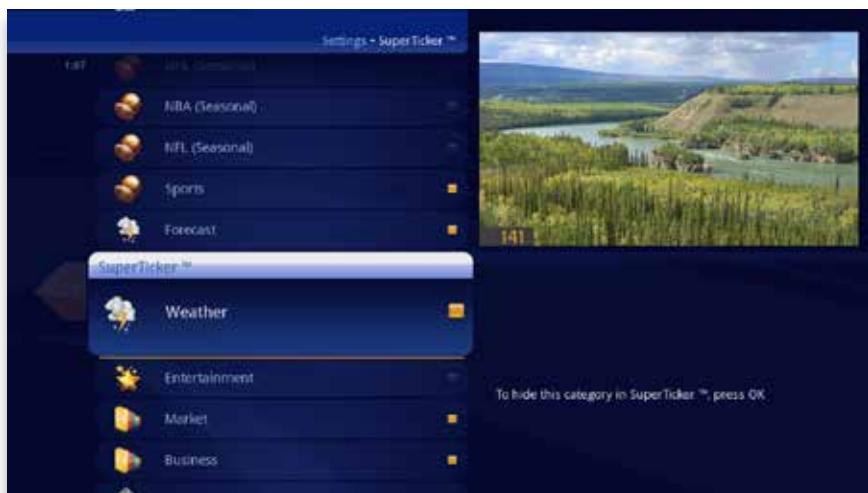
### the Mobile App

the Mobile App allows you to use your iPad as a remote control for your Media Player. You can also use the Mobile App to schedule and manage recordings. The the Mobile App card in Settings helps you set up the application once you've downloaded it.

### Remote Control of your Media Player

This setting allows you to turn off your Media Player's ability to be controlled by an alternate device, like your iPad.

## SuperTicker



When you select the SuperTicker settings card, you'll be able to determine which categories appear in your SuperTicker screen display. To remove a category, simply press **OK** to clear it.

### Closed Caption

Most viewers use these settings to turn closed captioning on or off; however, you can select one of the following closed caption cards to set other preferences:

- **Display Preferences** - Choose a font type, window background and color, and other similar closed caption display settings.
- **Digital Services** - Scroll through the additional digital stream service cards provided, and press **OK** to make a selection. Select one option at a time.
- **Basic Services** - Scroll through the various basic service cards provided, and press **OK** to make a selection. Select one option at a time.

## TV Setup



If you have connected the Media Player unit to your TV with an HDMI™ cable, your TV Setup should automatically select the correct resolution.

If you are using alternate cables, including an HDMI to DVI cable, you should select the highest video resolution supported by your TV. The Pulse TV system automatically adjusts the video output to match the broadcast format and the selections set in the TV Setup card. The video resolution options are 480i (non-HDTV), 480p, 720p (default), 1080i, and 1080p.

If your TV is standard-definition (SD), make sure 480i is the only box checked. All other video resolutions will be output at 480i. You can still watch HD channels and they may look considerably better than their SD counterparts.

## Sound Effects

Allows you to set the volume level of the Media Player sound effects, including turning them off completely.

## Front Panel

For Media Player that have a front panel, this setting allows you to set the brightness level.

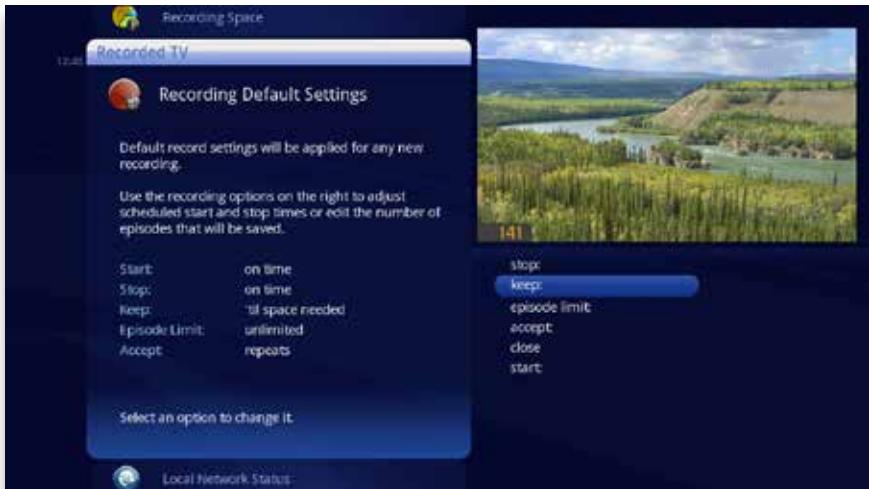
## Aspect Ratio



Use the Aspect Ratio card in Settings to control how programming content appears on your TV. For standard-definition (SD) TVs, choose Standard (4:3) only. You'll then be asked to choose how you want HD content to display on your TV, either by letterboxing (putting black pillars on the top and bottom of the content) or cropping the content to fit.

For Widescreen TVs, determine how standard content displays on your TV by first choosing Widescreen (16:9) and then selecting maintain (displays standard content as-is), or stretch (stretches the standard content to fill the TV screen).

## Recording Defaults



Recording Defaults provides access to the same settings that are available in Recorded TV. See the “Recorded TV” chapter for details.

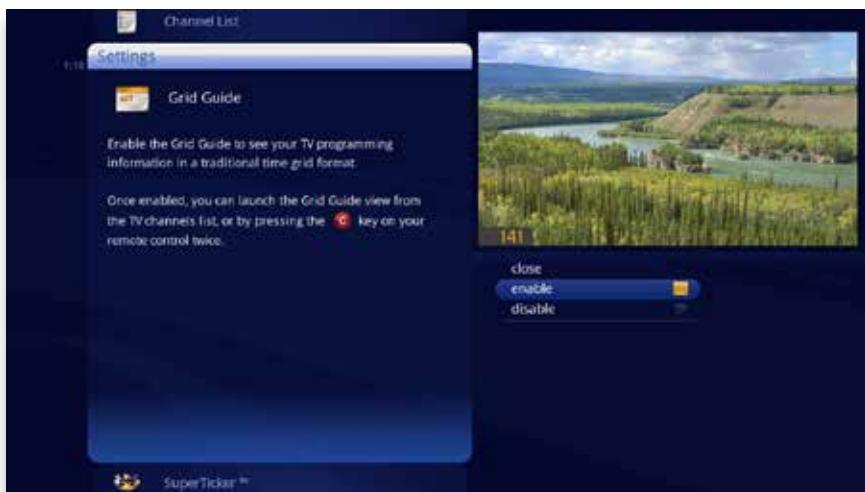
## External Hard Drive

When you plug in an external hard drive, this setting will help you initialize setup, as well as provide options for disconnection.

## Audio Output

Use the Audio Output card in Settings to identify the type of connection to audio equipment. Choose from the options that the Media Player system can output: Dolby Digital®, stereo, or mono. Depending on the broadcast content and your audio receiver's capabilities, sound effects may not be heard when selecting Dolby Digital as the audio output mode.”

## Grid Guide



The Grid Guide setting allows you to enable or disable the Grid Guide application.

## Channel List

You can remove channels from displaying in the Pulse TV Main Menu by scrolling to the desired channel and pressing **OK** to select or de-select the channel. If a channel appears in your Channel List that you do not subscribe to, you can remove it here.

## Tips

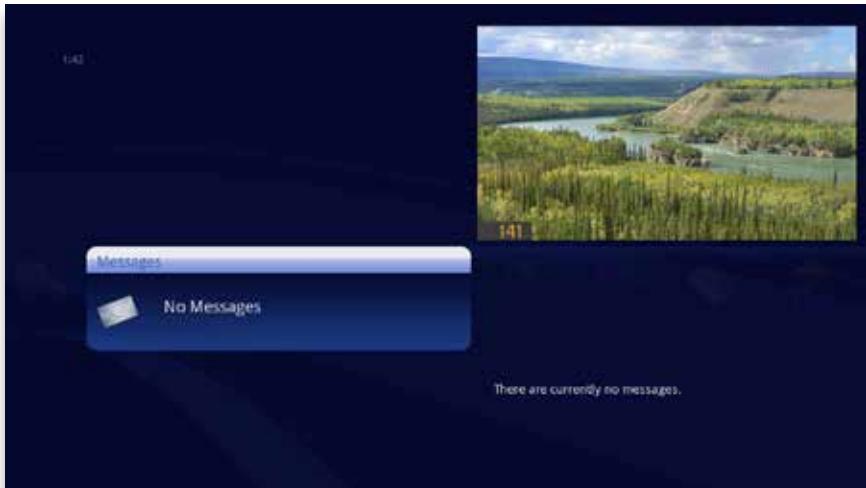
This category provides information on using your Media Player features. To read a tip, scroll to one that interests you and press **OK**.



## Messages

You'll receive a new message whenever there is information from Pulse TV, like the availability of a new feature.

## Receiving Messages



The Messages category is located in the main menu. Bring the Messages category into focus, and your messages will appear in the vertical band. Press **OK** to view each message.

Use the **NEXT** and **BACK** buttons to page through the message.

Once you have read the message, you can choose to close the message, mark it as unread, or delete it.



## New Message

When you receive a new message, a mail icon appears at the bottom left of your main menu.

As soon as you have read all your messages, the icon will disappear.



## Filters

The Media Player comes with several filter categories for viewers who know what they like to watch and want an easy way to find it.

## Intro to TV Filters



The main menu contains a group of filter cards:that only show you the types of programs for that category. Filters include TV Music, News, Kids, Sports, Movies, and HD. Each filter will display live TV as well as recorded, VOD, and PPV programs that fit that category.

Like the Channels category, the TV filters have a Change Time Slot card that allows you to browse up to two weeks into the future to see what's on. You can also use the **BACK** and **NEXT** buttons to move through time.

TV Filters also have a preview panel to the right that displays upcoming shows for live TV channels in focus and additional information for other types of programs. For live TV channels, you can navigate this panel the same way as the Channels category.

## Movies on TV



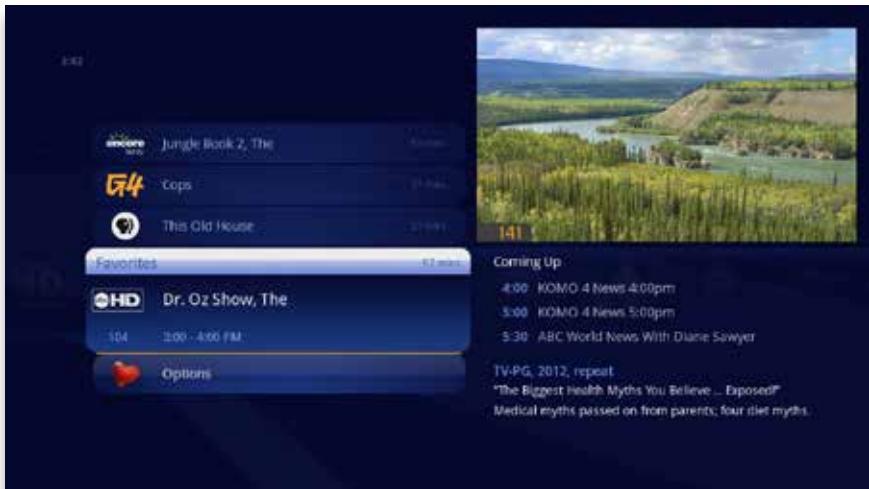
In addition to currently-airing and recorded movies, The Movies on TV category also has a Pulse TV VOD card for quick access to all of the movies available for you to watch right away. When you bring the VOD card into focus, a list of top releases will appear in the preview panel. You can select the VOD card to access the VOD category, or you can press the right arrow to browse the top releases.



## Favourites

The Favourites category is a convenient way to access your favorite TV channels, videos, photos, and music.

## Favourites



The Favourites category provides easy access to the media you like the most. You can build your Favourites list from any channel that appears in the TV channels category or TV filters, excluding any channels blocked by parental controls. You can also add a folder or file from your computer.

To add an item, press **INFO** with that item selected, and choose add item to Favourites.

You can delete a single item by selecting it and choosing remove from Favourites from the action menu. You can also press **CLEAR** on the remote control.

Clear the entire Favourites list by selecting the Options card (you might need to scroll down to see it) and then choosing clear all from the action menu.

## Internet Account Access

Your Media Player comes with Internet access to your account, which allows you to record shows and manage your DVR while you're away from the TV.

## Online Scheduling

From your Pulse TV account, you can schedule a program to record on your DVR from any computer with Internet access.

Online scheduling uses real-time conflict resolution, so you'll know immediately if there are any problems recording your program.

## Online Management

You can use your online Pulse TV account to check the list of shows you have scheduled to record. From this list, you can manage your recordings.

## Other Features

You can also use your online account to add Flickr users so that their photos display in the Photos category of the main menu. Checking Interestingness will add that popular Flickr® feature for display as well.

If you want to add Web sites for display on your TV, you add them to your online account by typing the url.

# Media Gateway Hardware

There are a number of features of the Media Gateway device that you might need to use.

## External Hard Drive

You can expand the amount of hard drive storage on your Media Gateway by connecting a DVR-certified eSATA external hard drive.

When you first insert the external drive into the Media Gateway, you'll see a dialog on all connected Media Players indicating that the drive needs to be formatted. You can choose to respond on any Media Player; formatting can take up to 30 minutes, and you will lose any existing content on the drive. You will receive notification when the formatting is complete.

Before you physically disconnect an external hard drive, you must eject it using software. Although the external hard drive is connected only to the Media Gateway, you can eject an external hard drive using any Media Player. To disconnect an external hard drive, from any Media Player, go to the Settings category on the main menu and choose External Hard Drive. Choose disconnect and wait for notification that you may now disconnect the drive.

### Setting Up Your External Hard Drive:

1. Plug the eSATA connector into the eSATA port on the rear of the Media Gateway.
2. Wait for the confirmation on all of your Media Players that the Media Gateway recognizes the external hard drive. You will receive this confirmation on all Media Players and can respond on any that's convenient.
3. If this is the first time this hard drive has been connected to this system, or if the hard drive is not properly formatted for any reason, the system will ask if you want to reformat the external hard drive. (Reformatting deletes all data on the hard drive). Select yes to confirm the reformatting of the external hard drive.
4. Once the external hard drive is recognized and properly formatted, the scheduler will include the additional space in scheduling decisions.

### Disconnecting Your External Hard Drive:

Disconnecting an external hard drive while it is in use (playing a recording or recording a show), can result in corrupting stored data.

1. Manually stop all recordings in progress by selecting the program card in the main menu, and then choosing stop recording.
2. In the Settings category, select the External Hard Drive card.
3. Select disconnect, and then press **OK**.
4. You may be presented with a message that the drive is still busy. If this happens, please repeat the disconnect process at a later time.

## Reset Button

There are two modes to the reset button located on the back of your Media Gateway:

1. To reset all the Media Gateway functionality, excluding Wi-Fi, press and release the reset button.
2. To reset the router and Wi-Fi to the factory defaults, press and hold the reset button for ten seconds or more. You will know that you've held the button long enough when the Record light flashes.

## LED Display

**The following LED displays are visible on the Media Gateway:**

Power LED - Appears when the Media Gateway is currently powered on.

Link LED - Appears when a computer is connected directly via Ethernet to the Media Gateway

Battery LED - Appears when the battery is present and charged.

MOCA LED - Appears when the Media Gateway is currently connected to an Media Player.

Wi-Fi LED - Appears when the Wi-Fi is on and connected.

Recording - Glows red when the Media Gateway is currently recording.

## Wireless Network Configuration

When your installer leaves your home after setting up your Media Gateway, your network will be configured and functional.

There are a few settings that you may want to alter at some point in the future that are accessible from the Gateway's eRouter website at <http://192.168.0.1>

The default user name to log in to the website is Admin. Your installer should leave you with information about the login password.

You may, at some point, want to change the following settings:

SSID: The default SSID (Wireless Network Name) is PULSE-ABCD (where ABCD are the last 4 characters of the MAC ID of the Pulse Gateway). You have the option to change the SSID to a more friendly, recognizable name.

Passphrase: The default passphrase is NORTHWESTELABCD (where ABCD are last 4 characters of the MAC id of the Pulse Gateway). You may want to change this passphrase initially to something more secure. In addition, you may want to change it periodically to maintain security levels.

RF Channel: If you're experiencing interference from a neighbor's wireless network, for example, try changing the RF channel frequency.

At any point if you forget the SSID and passphrase you can reset it to default factory setting and the details of these are as follows:

SSID: The factory default SSID for your router is taken from the Media Gateway serial number on the bottom of the Gateway. You have the option to change the SSID to a more friendly, recognizable name.

Passphrase: The factory default passphrase for your wireless network is printed on the label on the bottom of your Media Gateway. You may want to change this passphrase to something more secure. In addition, you may want to change it periodically to maintain security levels.

## Connecting Devices to Your Network

If you are using a wireless network, you will need to enter the SSID and passphrase to connect additional devices. Each device that you connect should have instructions on where to enter this information.

If you are using a wired network, you may need to configure the TCP/IP settings on the computers you are connecting after you attach the Ethernet cable.

## Configuring Your Ethernet Connection

If your computer is equipped with a LAN card providing an Ethernet connection, you may have to configure your computer's TCP/IP settings. The steps that follow will guide you through setting your computer's TCP/IP settings to work with the Telephony Gateway.

### Requirements

Make sure you have the following before attempting to configure your Ethernet connection:

- Computer with:
  - One of: Windows 2000, Windows XP, Windows Vista, Windows 7, MacOS X
  - Ethernet interface
- Ethernet cable (supplied)
- IP address, subnet, gateway, and DNS information for installations not using DHCP

### How to use this chapter

The following list shows the procedures for modifying the TCP/IP settings on the computer. The procedure is slightly different depending on the operating system that you are using. Please ensure you are using the correct steps for the operating system on your computer. Follow the links below for instructions to configure your Ethernet connection on your operating system.

- [TCP/IP Configuration for Windows 2000](#)
- [TCP/IP Configuration for Windows XP](#)
- [TCP/IP Configuration for Windows Vista](#)
- [TCP/IP Configuration for Windows 7](#)
- [TCP/IP Configuration for MacOS X](#)

## TCP/IP Configuration for Windows 2000

Follow these steps to configure the Ethernet interface on a Windows 2000 operating system.

Note: Dialog boxes shown on your computer may differ slightly from those shown in this procedure.

1. From the computer, select Start > Settings > Network and Dial-up Connections > Local Area Connection.
2. In the Local Area Connections Properties window, highlight TCP/IP by clicking on it one time, then click on Properties.

Note: If your computer has more than one Ethernet card, you may have to select the appropriate Ethernet card in the Connect using: area of the Local Area Connection Properties window.

3. Click Obtain an IP address automatically and Obtain DNS server address automatically, then click **OK**.
4. Click **OK** to accept the new settings, and **OK** again to close the Configuration window.

5. You may have to restart your computer.



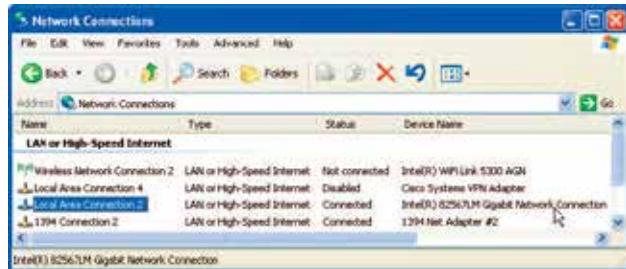
## TCP/IP Configuration for Windows XP

Follow these steps to configure the Ethernet interface on a Windows XP operating system.

Note: Dialog boxes shown on your computer may differ slightly from those shown in this procedure.

1. From the computer, select Start > Settings > Control Panel and doubleclick Network Connections in the Control Panel.

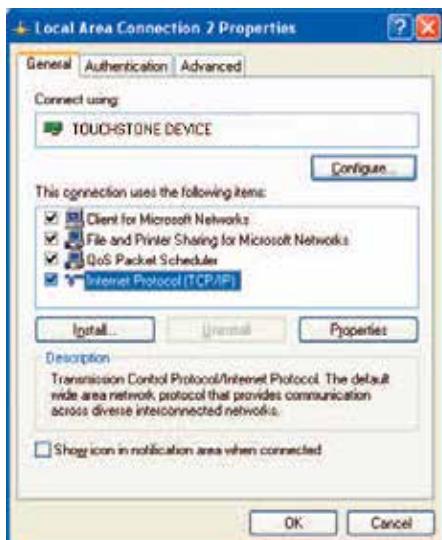
The Network Connection window displays a list of LAN connections and associated network adapters.



2. Double-click the local area connection to be used for your device's network connection. The Local Area Connection Status window appears.



3. Click Properties.
4. Select TCP/IP by clicking it one time. Then click Properties.



5. Click the General tab. Then click Obtain an IP address automatically and click **OK**.



6. Click **OK** to accept the new settings, and **OK** again to close the Properties window.
7. You may have to restart your computer in order for your computer to obtain a new IP address from the network.

## TCP/IP Configuration for Windows Vista

Follow these steps to configure the Ethernet interface on a Windows Vista operating system

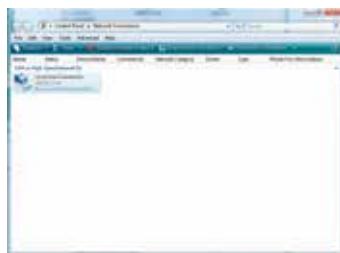
1. Open the Vista Control Panel.



2. Double-click Network and Sharing Center to display the Network and Sharing Center window.

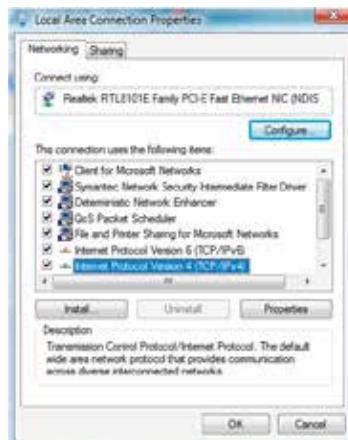


3. Click Manage network connections. If prompted for a connection, choose Local Area Connection. The Network Connections window appears.



4 Double-click the Local Area Connection to open the Properties window:

**Note:** If Windows requests permission to continue, click Continue.



**TCP/IPv4 Selected**

- Double-click Internet Protocol Version 4 (TCP/IPv4) to configure TCP/IPv4.

The TCP/IP properties window for the version you selected appears.

- For TCP/IPv4 select Obtain an IP address automatically and Obtain DNS server address automatically, unless instructed otherwise by your cable provider.



- Click **OK** to accept the new settings and close the Properties window.

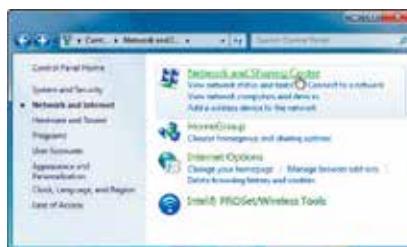
## TCP/IP Configuration for Windows 7 and 8

Follow these steps to configure the Ethernet interface on a Windows 7 and 8 operating system.

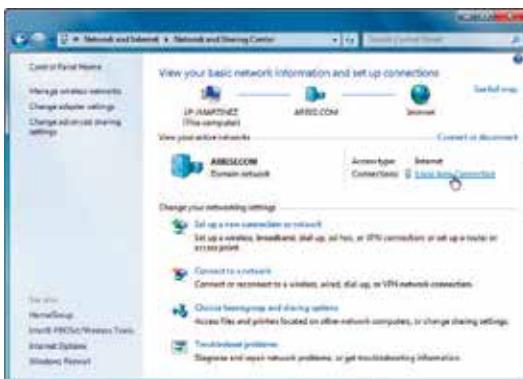
1. Open the Windows 7 Control Panel.



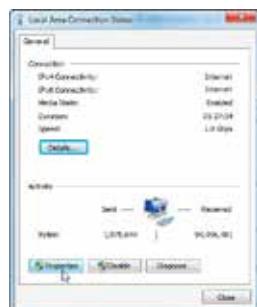
2. Click Network and Internet.



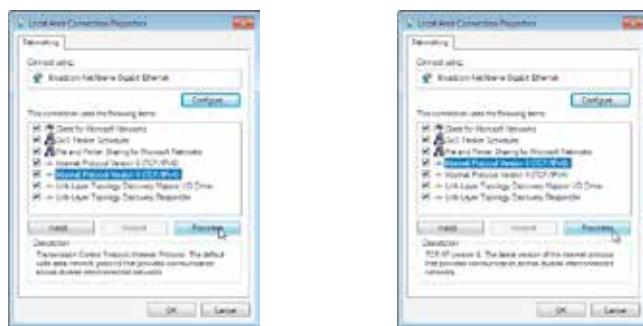
3. Click Network and Sharing Center.



4. Click Local Area Connection to open the Status window.



5. Click Properties to open the Properties window.



6. Select Internet Protocol Version 4 (TCP/IPv4) and click Properties to configure TCP/IPv4.

The TCP/IP properties window for the version you selected appears

7. For TCP/IPv4, select Obtain an IP address v Obtain DNS server address automatically, unless instructed otherwise by your cable provider.

8. Click **OK** to accept the new settings and close the Properties window. Then



click Close to back out of the remaining setup screens.

## TCP/IP Configuration for MacOS X

Follow these steps to configure the Ethernet interface on a MacOS X operating system.

1. Open System Preferences, either by choosing System Preferences from the Apple menu or by clicking the System Preferences icon in the dock.



2. Click the Network icon.



3. Choose Automatic from the Location drop-down menu, and Built-in Ethernet from the Show menu.



4. Choose the TCP/IP tab, if necessary.

If you are using TCP/IPv4, go to step 5. If your cable provider requires TCP/IPv6, go to step 8.

5. Choose Using DHCP from the Configure IPv4 menu.
6. If necessary, click the Renew DHCP Lease button.
7. Close the System Properties application. TCP/IPv4 configuration is completed.

## Media Player Hardware

Your Media Player provides some control buttons and indicators.

## Resolution Reset

Media Players with front panels provide the ability reset the screen resolution in the event that you've selected an unsupported resolution.

To reset the resolution, press the menu and up arrow buttons at the same time for four seconds.

The Media Player will then start cycling through available resolutions, starting with 480i and cycling through 480p, 720p, and 1080i.

If the current resolution is supported, you'll see a dialog asking you if you see a picture. Selecting Yes will select that resolution. If you do not see this dialog right away, your Media Player is scrolling through an unsupported resolution. If you wait approximately 30 seconds, the Media Player will try a new resolution.

## Front Panel Brightness

For Media Players with a front panel, you can modify its brightness by going to Settings and selecting Front Panel. You'll then be able to choose between high, medium, low, or off.

## Front Panel Buttons

Media Players with a front panel come with four arrow buttons and an OK button. These front panel buttons function identically to the corresponding buttons on the remote control.